

# CBK Bank Lending Survey and Price Expectations Survey

## Enterprises

- Over the latest quarter, how have your bank's credit standards as applied to the approval of loans or credit lines to enterprises changed relative to the previous quarter? And how do you expect them to change over the next quarter relative to the latest quarter?

*Please use the following scale:*

- *Tightened considerably*
- *Tightened somewhat*
- *Remained basically unchanged*
- *Eased somewhat*
- *Eased considerably*

	How have they changed over the last quarter?	How do you expect them to change over the next quarter?
Overall		
Loans to small and medium-sized enterprises		
Loans to large enterprises		
Short-term loans		
Long-term loans		
Local Currency		
Foreign Currency		

- Factors affecting your bank's credit standards (credit supply). Over the latest quarter, how have the following factors affected your bank's credit standards as applied to the approval of loans or credit lines to enterprises? And how do you expect them to contribute over the next quarter relative to the latest quarter?

*Please rate the contribution of the following factors to the tightening or easing of credit standards using the scale below:*

- *Contributed considerably to tightening*
- *Contributed somewhat to tightening*
- *Contributed to basically unchanged*
- *Contributed somewhat to easing*
- *Contributed considerably to easing*

	Over the last quarter	Over the next quarter
<b>A) Perception of risk</b>		
i) Local market outlook		
ii) Local bank outlook		
iii) Risk on collateral demanded		
iv) Change in local regulation		
<b>B) Cost of funds and balance sheet constraints</b>		
i) Local banks access to total funding		
<i>i.a) of which: domestic</i>		

<i>i.b) of which: international/intra-group</i>		
ii) Local bank capital constraints		
iii) Bank's liquidity position		
<b>C) Loan quality</b>		
i) Credit quality (NPLs)		
<b>D) Pressure from competition</b>		
i) Competition from other banks		
ii) Competition from non-bank institutions		
<b>E) Your bank's risk tolerance</b>		
i) Your bank's risk tolerance		
<b>F) International Factors - affecting your subsidiary</b>		
i) Group Company outlook		
ii) Global market outlook		
iii) Overall group access to funding		
iv) EU Regulation		
v) Group capital constraints		
vi) Global Competition		
vii) Credit quality (NPLs)		
<b>G) Other factors (not included above)</b>		
i) Support of Kosovo Credit Guarantee Fund		
ii) Covid-19 measures		

3. How has the proportion of enterprise loan applications being approved changed over the latest quarter relative to the previous quarter? How do you expect your approval rate to change over the next quarter relative to the latest quarter?

*Please use the following scale:*

- *Decreased considerably*
- *Decreased somewhat*
- *Remained basically unchanged*
- *Increased somewhat*
- *Increased considerably*

	How has it changed over the last quarter?	How do you expect it to change over the next quarter?
Overall		
Loans to small and medium-sized enterprises		
Loans to large enterprises		
Short-term loans		
Long-term loans		
Local Currency		
Foreign Currency		

4. Over the latest quarter, how have your bank's terms and conditions for new loans or credit lines to enterprises changed? How do you expect them to change over the next quarter relative to the latest quarter?

Please use the following scales:

- Tightened considerably
- Tightened somewhat
- Remained basically unchanged
- Eased somewhat
- Eased considerably

Over the last quarter			
	Overall	Loans to SMEs	Loans to large companies
A) Your bank's margin on average loan			
B) Size of the average loan or credit line			
C) Maturity			
D) Non-interest rate charges			
E) Collateral requirements			
Over the next quarter			
	Overall	Loans to SMEs	Loans to large companies
A) Your bank's margin on average loan			
B) Size of the average loan or credit line			
C) Maturity			
D) Non-interest rate charges			
E) Collateral requirements			

5. Factors affecting your bank's credit terms and conditions. Over the latest quarter, how have the following factors affected your bank's credit terms and conditions as applied to new loans or credit lines to enterprises? How do you expect them to contribute over the next quarter relative to the latest quarter?

Please rate the contribution of the following factors to the tightening or easing of credit terms and conditions using the scale below:

- Contributed considerably to tightening
- Contributed somewhat to tightening
- Contributed to basically unchanged
- Contributed somewhat to easing
- Contributed considerably to easing

	Over the last quarter	Over the next quarter
<b>A) Perception of risk</b>		
i) Local market outlook		
ii) Local bank outlook		
iii) Risk on collateral demanded		
iv) Change in local regulation		
<b>B) Cost of funds and balance sheet constraints</b>		

i) Local banks access to total funding		
<i>i.a) of which: domestic</i>		
<i>i.b) of which: international/intra-group</i>		
ii) Local bank capital constraints		
iii) Bank's liquidity position		
<b>C) Loan quality</b>		
i) Credit quality (NPLs)		
<b>D) Pressure from competition</b>		
i) Competition from other banks		
ii) Competition from non-bank institutions		
<b>E) Your bank's risk tolerance</b>		
i) Your bank's risk tolerance		
<b>F) International Factors - affecting your subsidiary</b>		
i) Group Company outlook		
ii) Global market outlook		
iii) Overall group access to funding		
iv) EU Regulation		
v) Group capital constraints		
vi) Global Competition		
vii) Credit quality (NPLs)		
<b>G) Other factors (not included above)</b>		
i) Support of Kosovo Credit Guarantee Fund		
ii) Covid-19 measures		

6. Loan Applications: Over the latest quarter, how has the demand for loans or credit lines to enterprises changed at your bank? And how do you expect it to change over the next quarter relative to the latest quarter?

*Please use the following scale:*

- *Decreased considerably*
- *Decreased somewhat*
- *Remained basically unchanged*
- *Increased somewhat*
- *Increased considerably*

	How has it changed over the last quarter?	How do you expect it to change over the next quarter?
Overall		
Loans to small and medium-sized enterprises		
Loans to large enterprises		
Short-term loans		
Long-term loans		
Local Currency		
Foreign Currency		

7. Over the latest quarter, how has the quality of loan applications from enterprises changed? How do you expect it to change over the next quarter relative to the latest quarter?

Please use the following scale:

- Decreased considerably
- Decreased somewhat
- Remained basically unchanged
- Increased somewhat
- Increased considerably

	How has it changed over the last quarter?	How do you expect it to change over the next quarter?
Overall		
Applications from small and medium-sized enterprises		
Applications from large enterprises		
Applications for short-term loans		
Applications for long-term loans		
Applications for Local Currency		
Applications for Foreign Currency		

8. Over the latest quarter, how have the following factors affected the overall demand for loans or credit lines to enterprises? How do you expect them to contribute over the next quarter relative to the latest quarter?

Please rate the contribution of the following factors to credit demand using the scale below:

- Contributed considerably to lower demand
- Contributed somewhat to lower demand
- Contributed to basically unchanged demand
- Contributed somewhat to higher demand
- Contributed considerably to higher demand

	Over the last quarter	Over the next quarter
Fixed Investments		
Inventories and working capital		
M&A and corporate restructuring		
Debt restructuring		

9. Over the latest quarter, how has the non-performing loans ratio for enterprises changed? How do you expect it to change over the next quarter relative to the latest quarter?

Please use the following scale:

- Decreased
- No change
- Increased

	Has the non-performing loans ratio changed over the last quarter?	How do you expect the non-performing loans ratio to change over the next quarter?
Total		
Enterprises		

## Households

- Over the latest quarter, how have your bank's credit standards as applied to the approval of loans or credit lines to households changed relative to the previous quarter? How do you expect them to change over the next quarter relative to the latest quarter?

Please use the following scale:

- Tightened considerably
- Tightened somewhat
- Remained basically unchanged
- Eased somewhat
- Eased considerably

	How have they changed over the last quarter?	How do you expect them to change over the next quarter?
Overall		
Loans to households for house purchase		
Consumer credit (other than loans for house purchase)		
Short-term loans		
Long-term loans		
Local Currency		
Foreign Currency		

- Factors affecting your bank's credit standards (credit supply). Over the latest quarter, how have the following factors affected your bank's credit standards as applied to the approval of loans or credit lines to households? How do you expect them to contribute over the next quarter relative to the latest quarter?

Please rate the contribution of the following factors to the tightening or easing of credit standards using the scale below:

- Contributed considerably to tightening
- Contributed somewhat to tightening
- Contributed to basically unchanged
- Contributed somewhat to easing
- Contributed considerably to easing

	Over the last quarter	Over the next quarter
<b>A) Perception of risk</b>		
i) Local market outlook		
ii) Local bank outlook		
iii) Risk on collateral demanded		
iv) Housing market prospects, including expected house price developments		
v) Borrower's creditworthiness		
vi) Change in local regulation		
<b>B) Cost of funds and balance sheet constraints</b>		
i) Local banks access to total funding		
i.a) of which: domestic		

<i>i.b) of which: international/intra-group</i>		
ii) Local bank capital constraints		
iii) Bank's liquidity position		
<b>C) Loan quality</b>		
i) Credit quality (NPLs)		
<b>D) Pressure from competition</b>		
i) Competition from other banks		
ii) Competition from non-bank institutions		
<b>E) Your bank's risk tolerance</b>		
i) Your bank's risk tolerance		
<b>F) International Factors - affecting your subsidiary</b>		
i) Group Company outlook		
ii) Global market outlook		
iii) Overall group access to funding		
iv) EU Regulation		
v) Group capital constraints		
vi) Global Competition		
vii) Credit quality (NPLs)		
<b>G) Other factors (not included above)</b>		
i) Covid-19 measures		

3. How has the proportion of household loan applications being approved changed over the latest quarter relative to the previous quarter? How do you expect your approval rate to change over the next quarter relative to the latest quarter?

*Please use the following scale:*

- *Decreased considerably*
- *Decreased somewhat*
- *Remained basically unchanged*
- *Increased somewhat*
- *Increased considerably*

	How has it changed over the last quarter?	How do you expect it to change over the next quarter?
Overall		
Loans to households for house purchase		
Consumer credit (other than loans for house purchase)		
Short-term loans		
Long-term loans		
Local Currency		
Foreign Currency		

4. Over the latest quarter, how have your bank's terms and conditions for new loans or credit lines to households changed? How do you expect them to change over the next quarter relative to the latest quarter?

Please use the following scale:

- Tightened considerably
- Tightened somewhat
- Remained basically unchanged
- Eased somewhat
- Eased considerably

<b>Over the last quarter</b>			
	Overall	Loans to households for house purchase	Consumer credit (other than loans for house purchase)
A) Your bank's margin on average loan			
B) Size of the average loan or credit line			
C) Maturity			
D) Non-interest rate charges			
E) Collateral requirements			
<b>Over the next quarter</b>			
	Overall	Loans to households for house purchase	Consumer credit (other than loans for house purchase)
A) Your bank's margin on average loan			
B) Size of the average loan or credit line			
C) Maturity			
D) Non-interest rate charges			
E) Collateral requirements			

5. Factors affecting your bank's credit terms and conditions. Over the latest quarter, how have the following factors affected your bank's credit terms and conditions as applied to new loans to households? How do you expect them to contribute over the next quarter relative to the latest quarter?

Please rate the contribution of the following factors to the tightening or easing of credit terms and conditions using the scale below:

- Contributed considerably to tightening
- Contributed somewhat to tightening
- Contributed to basically unchanged
- Contributed somewhat to easing
- Contributed considerably to easing

	Over the last quarter	Over the next quarter
<b>A) Perception of risk</b>		
i) Local market outlook		
ii) Local bank outlook		
iii) Risk on collateral demanded		
iv) Housing market prospects, including expected house price developments		
v) Borrower's creditworthiness		

vi) Change in local regulation		
<b>B) Cost of funds and balance sheet constraints</b>		
i) Local banks access to total funding		
<i>i.a) of which: domestic</i>		
<i>i.b) of which: international/intra-group</i>		
ii) Local bank capital constraints		
iii) Bank's liquidity position		
<b>C) Loan quality</b>		
i) Credit quality (NPLs)		
<b>D) Pressure from competition</b>		
i) Competition from other banks		
ii) Competition from non-bank institutions		
<b>E) Your bank's risk tolerance</b>		
i) Your bank's risk tolerance		
<b>F) International Factors - affecting your subsidiary</b>		
i) Group Company outlook		
ii) Global market outlook		
iii) Overall group access to funding		
iv) EU Regulation		
v) Group capital constraints		
vi) Global Competition		
vii) Credit quality (NPLs)		
<b>G) Other factors (not included above)</b>		
i) Covid-19 measures		

6. Loan Applications: Over the latest quarter, how has the demand for loans or credit lines to household changed at your bank? How do you expect it to change over the next quarter relative to the latest quarter?

*Please use the following scale:*

- *Decreased considerably*
- *Decreased somewhat*
- *Remained basically unchanged*
- *Increased somewhat*
- *Increased considerably*

	How has it changed over the last quarter?	How do you expect it to change over the next quarter?
Overall		
Loans to households for house purchase		
Consumer credit (other than loans for house purchase)		
Short-term loans		
Long-term loans		
Local Currency		
Foreign Currency		

7. Over the latest quarter, how has the quality of loan applications from households changed? How do you expect it to change over the next quarter relative to the latest quarter?

*Please use the following scale:*

- *Decreased considerably*
- *Decreased somewhat*
- *Remained basically unchanged*
- *Increased somewhat*
- *Increased considerably*

	How has it changed over the last quarter?	How do you expect it to change over the next quarter?
Overall		
Applications from households for house purchase		
Applications for consumer credit (other than loans for house purchase)		
Applications for short-term loans		
Applications for long-term loans		
Applications for Local Currency		
Applications for Foreign Currency		

8. Over the latest quarter, how have the following factors affected the overall demand for loans or credit lines to households? How do you expect them to contribute over the next quarter relative to the latest quarter?

*Please rate the contribution of the following factors to credit demand using the scale below:*

- *Contributed considerably to lower demand*
- *Contributed somewhat to lower demand*
- *Contributed to basically unchanged demand*
- *Contributed somewhat to higher demand*
- *Contributed considerably to higher demand*

	Over the last quarter	Over the next quarter
Housing market prospects		
Consumer Confidence		
Non-housing related consumption expenditure		
Debt restructuring		

9. Over the latest quarter, how has the non-performing loans ratio for households changed? How do you expect it to change over the next quarter relative to the latest quarter?

*Please use the following scale:*

- *Decreased*
- *No change*
- *Increased*

	Has the non-performing loans ratio changed over the last quarter?	How do you expect the non-performing loans ratio to change over the next quarter?
Total		
Households		

## Funding

1. In terms of funding: Over the latest quarter, how has access to funding changed? How do you expect it to change over the next quarter relative to the latest quarter?

*Please use the following scale:*

- *Decreased considerably*
- *Decreased somewhat*
- *Remained basically unchanged*
- *Increased somewhat*
- *Increased considerably*

	Over the last quarter	Over the next quarter
<b>Total funding</b>		
Intra Group Funding		
IFIs (international financial institutions) funding		
Retail funding (deposits and bonds to clients)		
Corporate funding (deposits and bonds to clients)		
Inter-bank unsecured money market		
Local currency funding		
<i>a) Short term (less than 1 year)</i>		
<i>b) Long term (more than 1 year)</i>		
Foreign currencies funding		

## Open-ended question

1. Over the latest quarter, which circumstances/ events/ factors significant for your bank's behavior have emerged in the area of enterprise and household lending and are not covered by this survey?
2. Over the next quarter, which circumstances/ events/ factors significant for your bank's behavior you expect to emerge in the area of enterprise and household lending that are not covered by this survey?

## Inflation Expectations

1. Assessment of inflation expectations in Kosovo for the current quarter, expectations for the next quarter and for the whole current year:

	Over the LAST quarter	Over the NEXT quarter	Over the ACTUAL year
HICP inflation (%)			
Defined according to the Harmonized Index of Consumer Prices by KAS			

2. Probability of inflation expectations

	Over the LAST quarter	Over the NEXT quarter	Over the ACTUAL year
<-1.0%			
-1.0 to -0.6%			
-0.5 to -0.1%			
0.0 - 0.4%			
0.5 - 0.9%			
1.0 - 1.4%			
1.5 - 1.9%			
2.0 - 2.4%			
2.5 - 2.9%			
3.0 - 3.4%			
3.5 - 3.9%			
≥ 4.0%			
Gjithsej			
The total probability should result in 100%. Example: If you are 100% sure that inflation will be at the rate of 2.5-2.9%, then put 100% in the appropriate cell. If you are unsure and think that inflation could be between 2.5-2.9% and 3.0-3.4%, then set the percentage split between these two options according to your expectations.			

3. Specify the key economic factors that influenced your inflation expectations in the country:

## Ad-hoc Questions

1. What concrete measures have you taken to manage the risk of rising prices in the country, and which sectors have been most affected?
2. According to the bank's estimates, has the increase in inflation affected credit demand and/or do you expect it to be affected? If so, please explain how it has affected and which segment already is or is expected to be more vulnerable.
3. When do you expect credit risk to materialize as a result of price increases?
4. How much has the cost of securing funding for the bank increased? What impact do you expect this increase to have on the bank's financial performance?
5. Which sectors do you expect to be most affected by the energy crisis? Also, what are the potential measures that your bank has taken or is expected to take for the management of this crisis?
6. Over the latest quarter, how have your bank's credit standards, terms and conditions on new loans, and demand for loans changed across main economic sectors? How do you expect them to change over the next quarter?

*Please use the respective scale from the standard questions.*

	Over last quarter	Over next quarter
<b>Credit standards</b>		
Manufacturing		
Construction		
Services		
Wholesale and retail trade		
Real estate		
a) Residential real estate		
b) Commercial real estate		
<b>Terms and conditions</b>		
Manufacturing		
Construction		
Services		
Wholesale and retail trade		
Real estate		
a) Residential real estate		
b) Commercial real estate		
<b>Credit demand</b>		
Manufacturing		
Construction		
Services		
Wholesale and retail trade		
Real estate		
a) Residential real estate		
b) Commercial real estate		