

2012

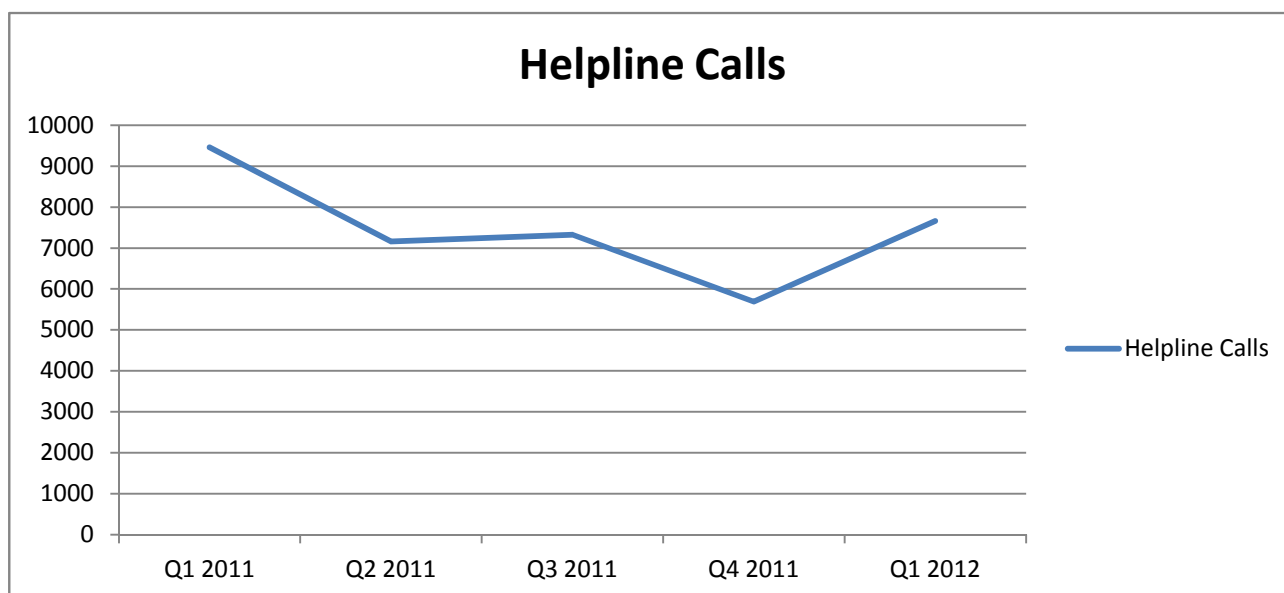
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account		340			340
Budget Negotiable		6162			6162
Information Only		1091			1091
Total		7593			7593

2011 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	716	579	509	291	2095
Budget Negotiable	5333	5033	5409	4592	20367
Information Only	1159	1124	1275	861	4419
Total	7208	6736	7193	5744	26881

MABS Helpline

The MABS Helpline went live in September 2007 and is staffed by Helpline Advisers who can assist you deal with your debt problems. Advisers are available 9 a.m - 8 p.m. Monday to Friday on 0761 07 2000. Outside these times, you can leave a message and an adviser will get back to you as soon as possible. You can also contact the Helpline by e-mail: Helpline@mabs.ie

Helpline	Q1 2011	Q2 2011	Q3 2011	Q4 2011	Q1 2012
Helpline Calls	9457	7163	7323	5693	7657



¹ MABS Clients are divided into 3 Categories:

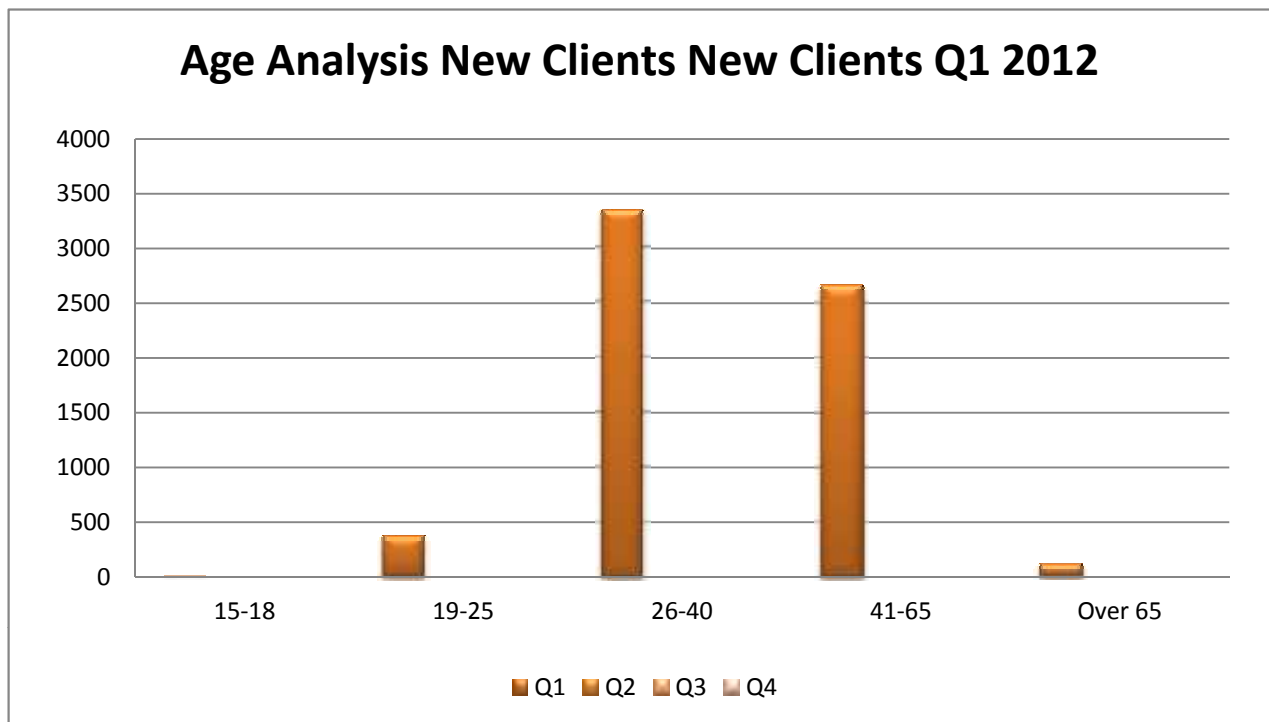
Special Account - a bill paying/saving facility operated through MABS in partnership with Credit Unions.

Budget Negotiable - MABS cases that require negotiation, but not the use of Special Account.

Information Only - MABS cases that do not require negotiation or the use of Special Account.

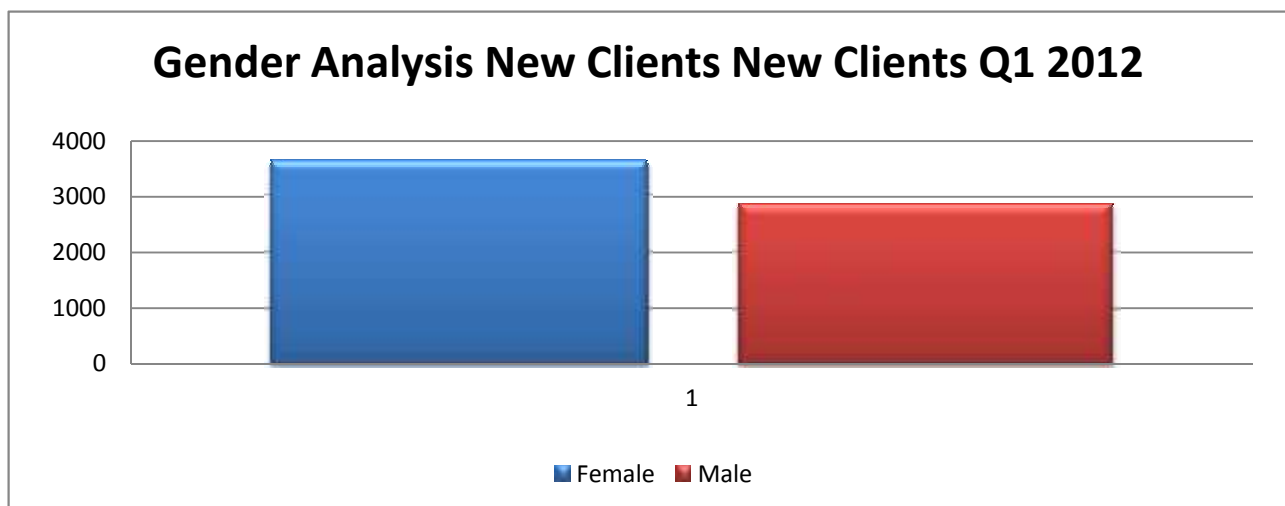
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		7			7
19-25		370			370
26-40		3349			3349
41-65		2662			2662
Over 65		114			114
Total	6502	0	0	0	6502



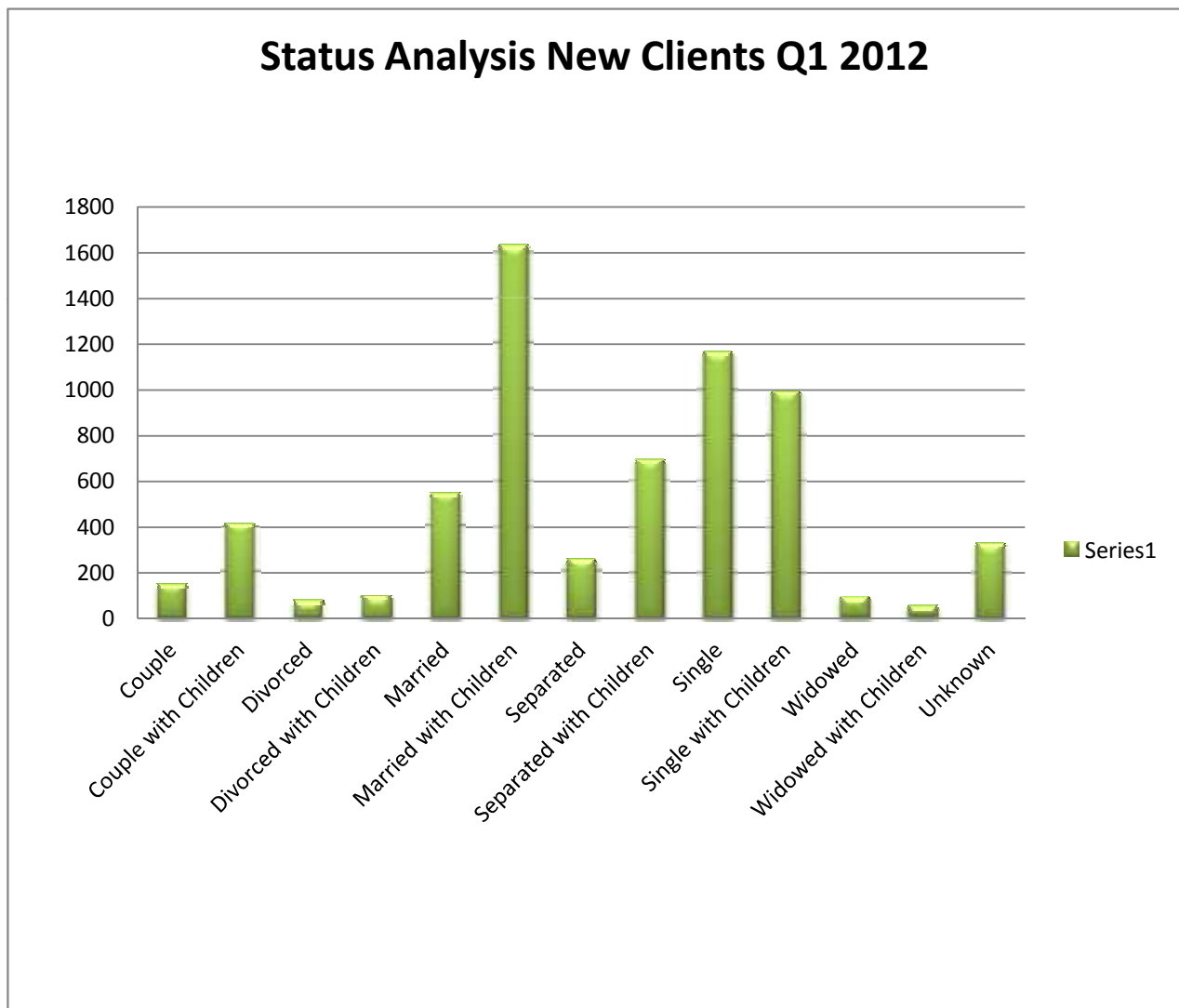
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	3633				3633
Male	2869				2869



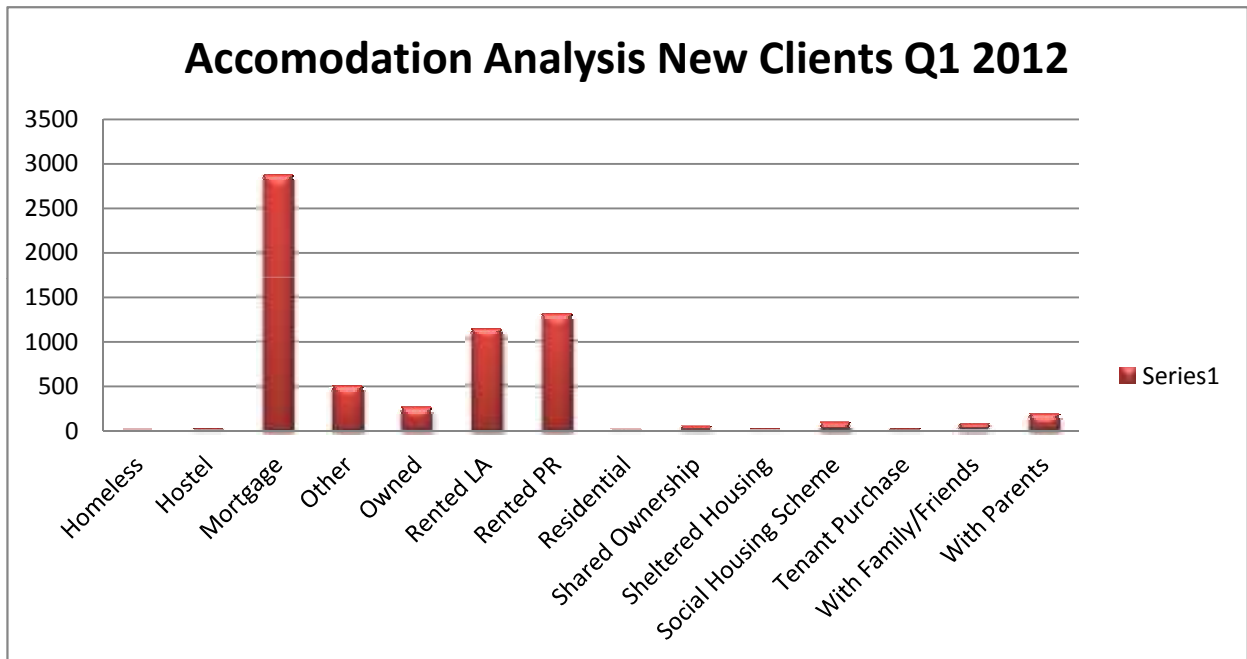
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	150				150
Couple with Children	413				413
Divorced	77				77
Divorced with Children	100				100
Married	546				546
Married with Children	1633				1633
Separated	258				258
Separated with Children	694				694
Single	1164				1164
Single with Children	994				994
Widowed	91				91
Widowed with Children	53				53
Unknown	329				329
Total	6502	0	0	0	6502



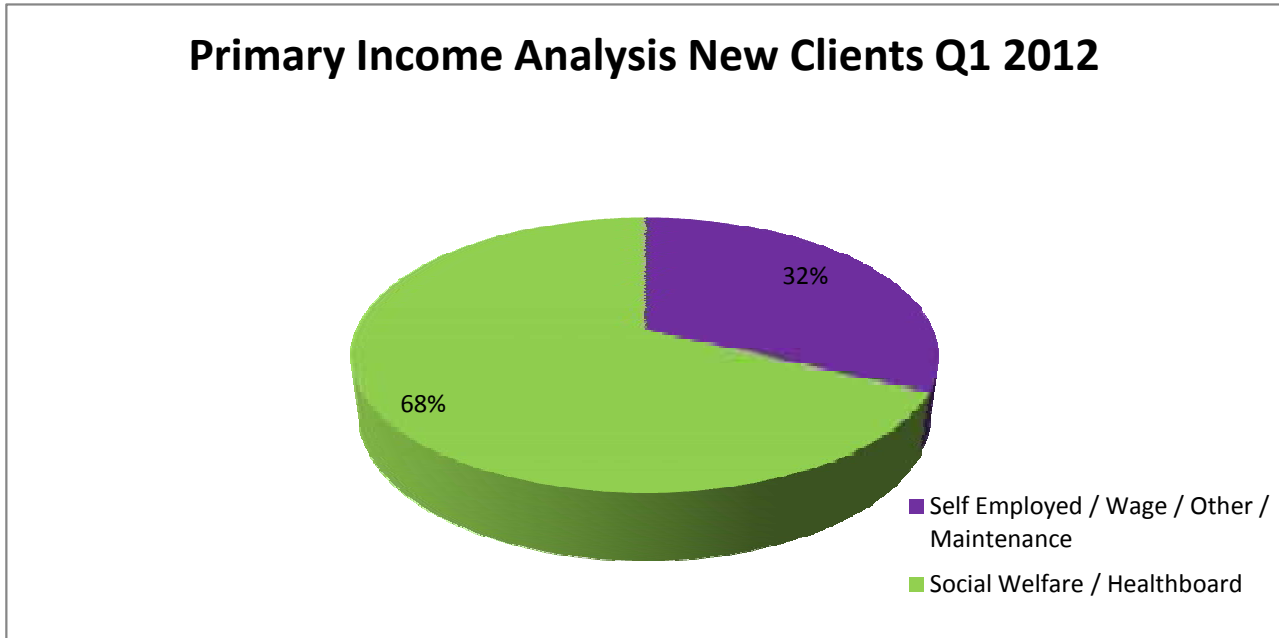
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	5				5
Hostel	17				17
Mortgage	2864				2864
Other	494				494
Owned	248				248
Rented LA	1142				1142
Rented PR	1300				1300
Residential	6				6
Shared Ownership	43				43
Sheltered Housing	14				14
Social Housing Scheme	93				93
Tenant Purchase	18				18
With Family/Friends	78				78
With Parents	180				180
Total	6502	0	0	0	6502



New Client Primary Income Analysis (Budget Negotiable & Special Account Clients Only)

New Client Primary Income	2012
Self Employed / Wage / Other / Maintenance	2093
Social Welfare / Healthboard	4409
Total	6502



New Client Debt Count (Budget Negotiable & Special Account Clients Only)

*Debts may not be recorded for all clients

Active Debt Types	Q1	Q2	Q3	Q4
Personal Loans with Financial Institutions	2805			
Utilities	1628			
Credit Card	1525			
Mortgage	952			
Hire Purchase Loan	328			
Money Lender	338			
Overdraft	270			
Rent	146			
Catalogue	152			
Fine	91			
Sub Prime	43			
Waste Charges	30			