

## 2012 Q2

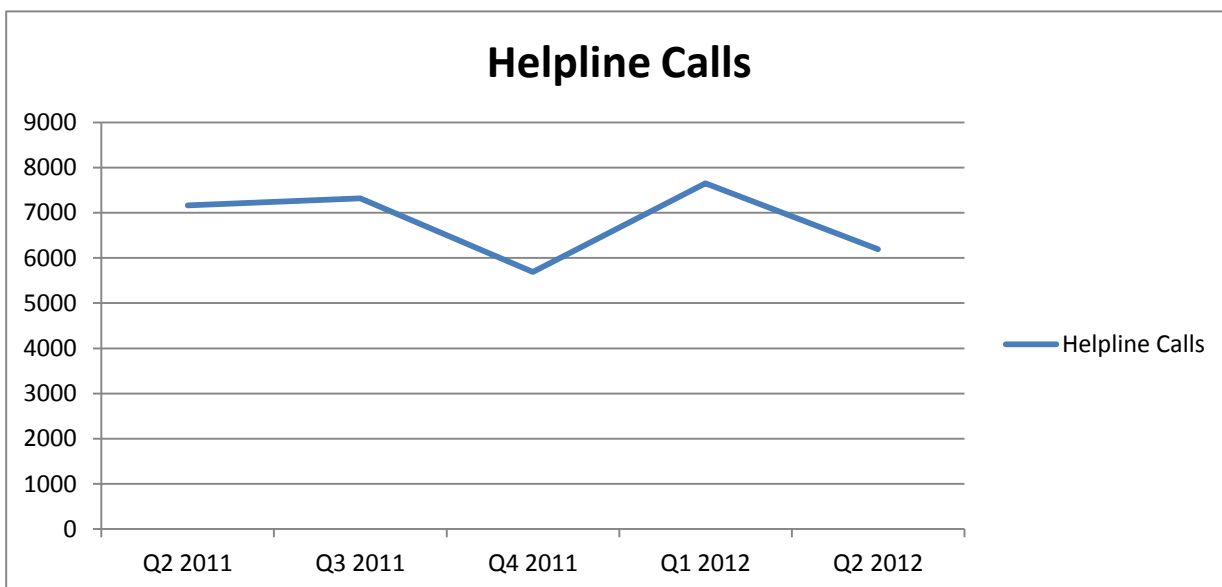
Scheme <sup>1</sup>	Q1	Q2	Q3	Q4	Total
Special Account		447	301		748
Budget Negotiable		6114	5400		11514
Information Only		1092	1101		2193
<b>Total</b>		<b>7653</b>	<b>6802</b>		<b>14455</b>

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
<b>Total</b>	<b>7208</b>	<b>6736</b>	<b>7193</b>	<b>5744</b>	<b>26881</b>

## 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 076107 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](mailto:Helpline@mabs.ie)

Helpline	Q2 2011	Q3 2011	Q4 2011	Q1 2012	Q2 2012
Helpline Calls	7163	7323	5693	7657	6197



<sup>1</sup> MABS Clients are divided into 3 Categories:

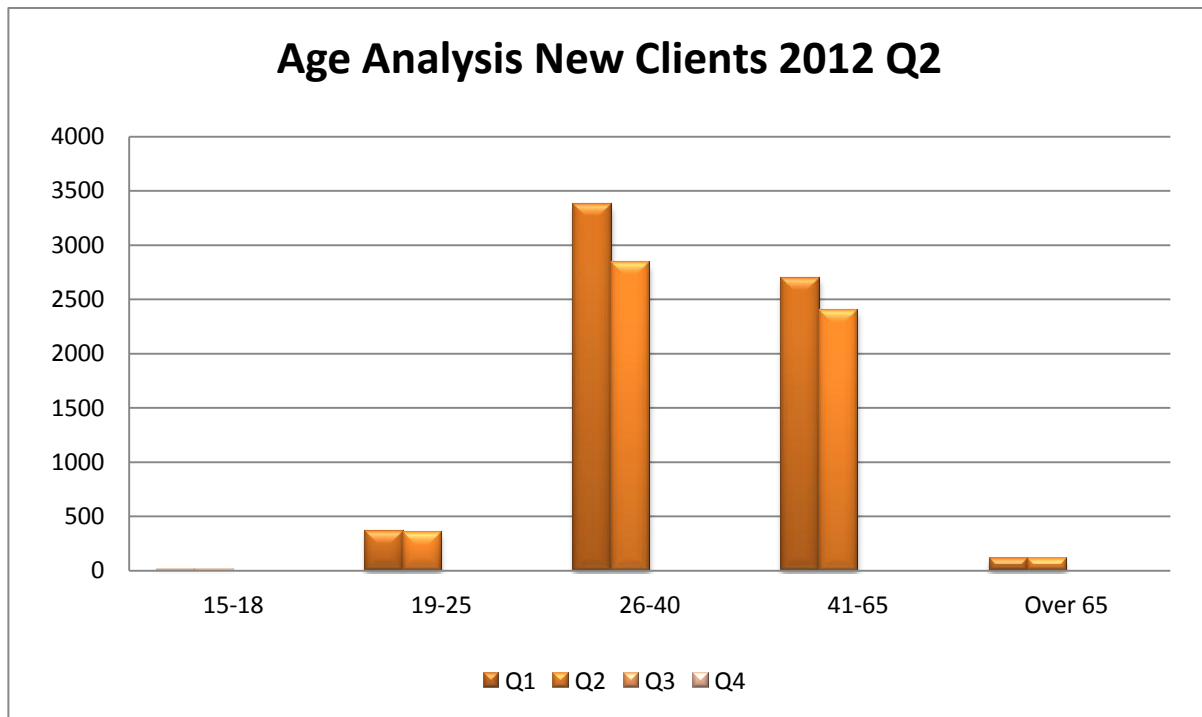
Special Account - a bill paying/saving facility operated through MABS in partnership with Credit Unions.

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.

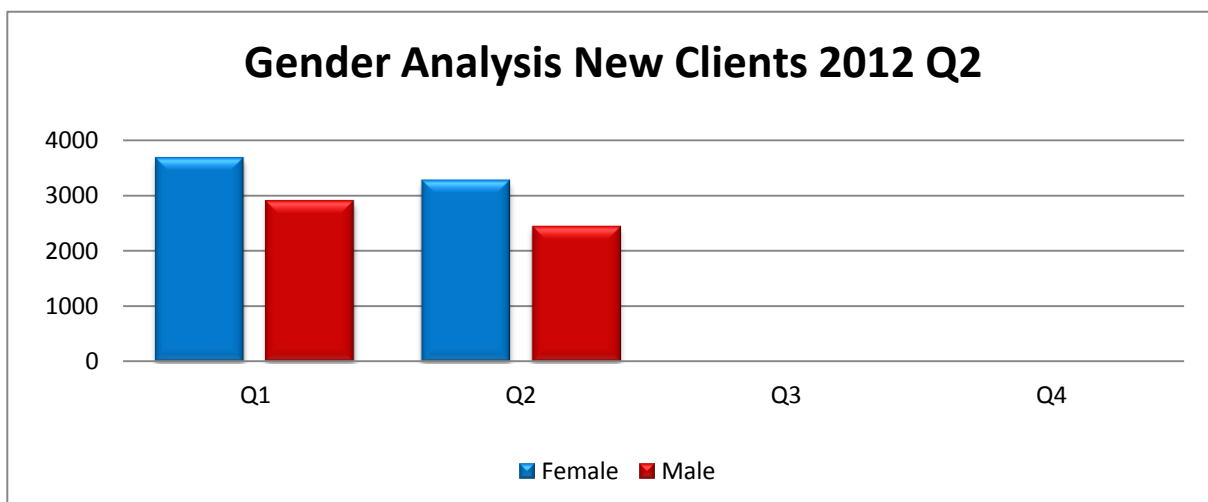
### New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		7	6		13
19-25		368	352		720
26-40		3372	2836		6208
41-65		2699	2397		5096
Over 65		115	110		225
<b>Total</b>		<b>6561</b>	<b>5701</b>		<b>12262</b>



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

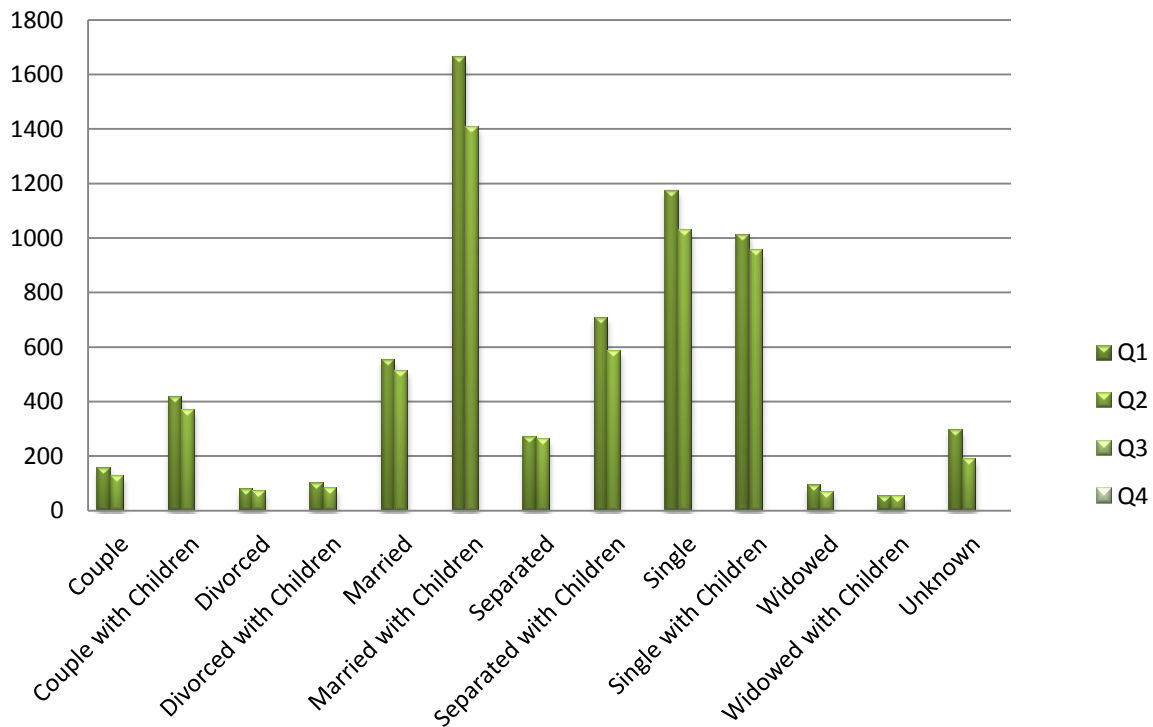
New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female		3670	3266		6936
Male		2891	2435		5326



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

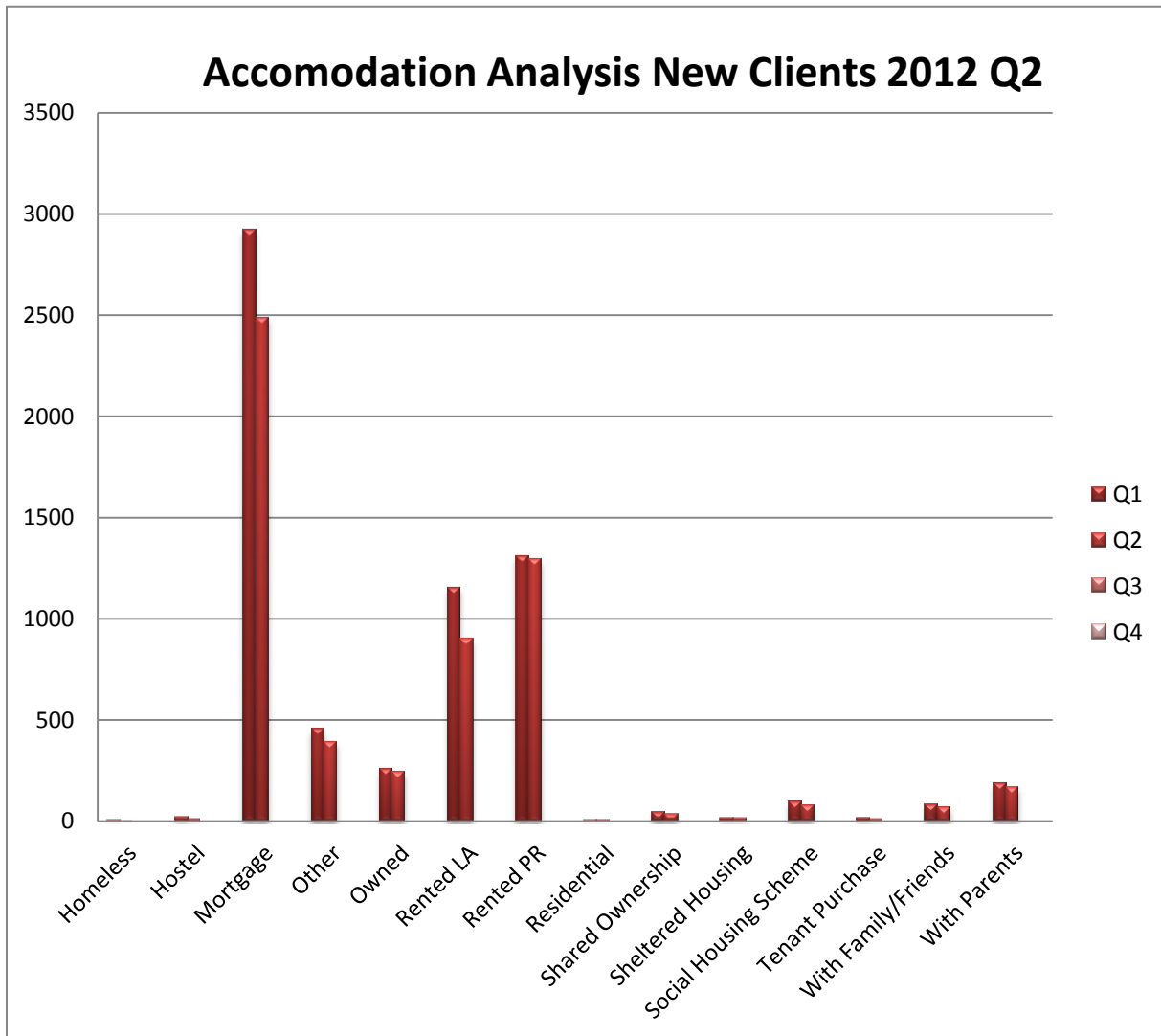
New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	155	126			281
Couple with Children	417	369			786
Divorced	78	71			149
Divorced with Children	100	83			183
Married	551	509			1060
Married with Children	1661	1406			3067
Separated	270	261			531
Separated with Children	707	585			1292
Single	1173	1027			2200
Single with Children	1008	952			1960
Widowed	92	69			161
Widowed with Children	55	54			109
Unknown	294	189			483
<b>Total</b>	<b>6561</b>	<b>5701</b>			<b>12262</b>

### Status Analysis 2012 Q2



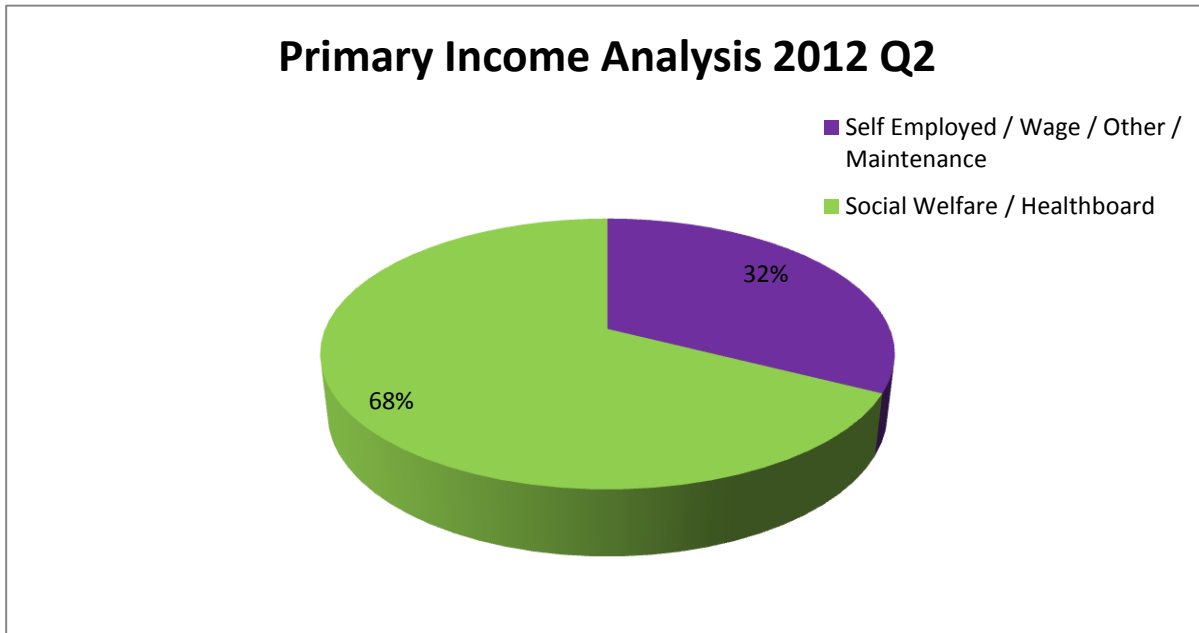
**New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)**

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	5	2			7
Hostel	18	8			26
Mortgage	2920	2489			5409
Other	453	392			845
Owned	259	243			502
Rented LA	1154	901			2055
Rented PR	1309	1289			2598
Residential	5	6			11
Shared Ownership	46	35			81
Sheltered Housing	14	13			27
Social Housing Scheme	96	79			175
Tenant Purchase	16	9			25
With Family/Friends	81	70			151
With Parents	185	165			350
<b>Total</b>	<b>6561</b>	<b>5701</b>			<b>12262</b>



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

New Client Primary Income	2012
Self Employed / Wage / Other / Maintena	3982
Social Welfare / Healthboard	8280
Total	12262



### 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	2345		
Utilities	1628	1593		
Credit Card	1525	1262		
Mortgage	952	803		
Hire Purchase Loan	328	285		
Money Lender	338	272		
Overdraft	270	222		
Rent	146	148		
Catalogue	152	178		
Fine	91	53		
Sub Prime	43	40		
Waste Charges	30	26		