

## 2013 Q3

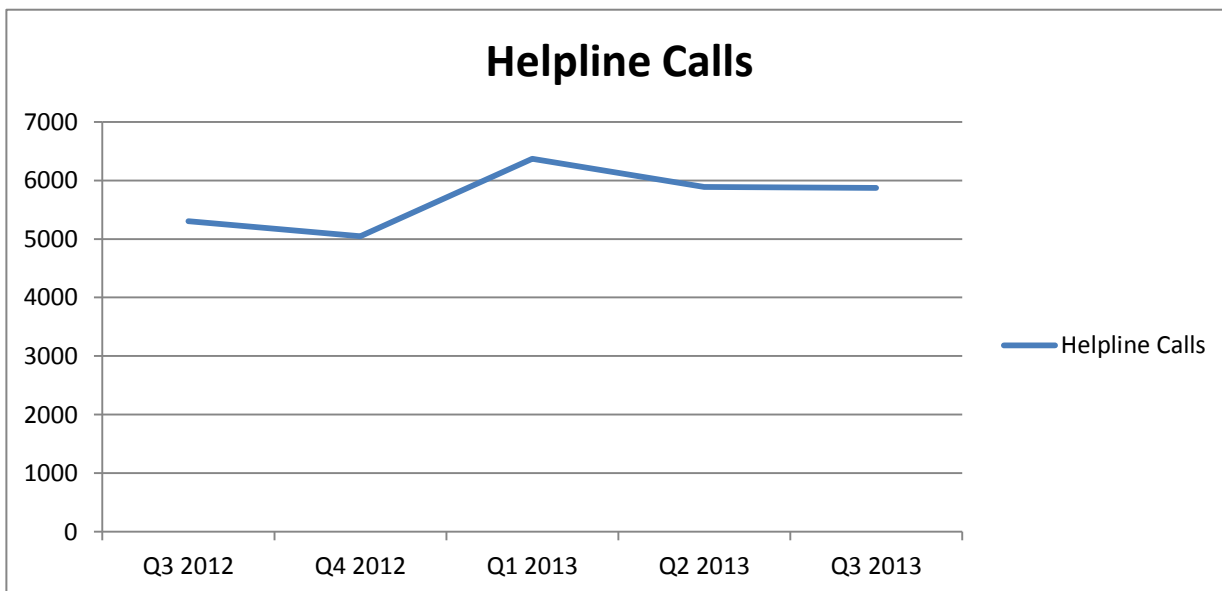
Scheme <sup>1</sup>	Q1	Q2	Q3	Q4	Total
Special Account	356	237	206		799
Budget Negotiable	5424	5283	4772		15479
Information Only	986	962	1051		2999
<b>Total</b>	<b>6766</b>	<b>6482</b>	<b>6029</b>		<b>19277</b>

2012 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	509	416	346	235	1506
Budget Negotiable	6038	5315	4816	4523	20692
Information Only	1073	1127	934	831	3965
<b>Total</b>	<b>7620</b>	<b>6858</b>	<b>6096</b>	<b>5589</b>	<b>26163</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	Q3 2012	Q4 2012	Q1 2013	Q2 2013	Q3 2013
Helpline Calls	5304	5044	6371	5888	5872



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

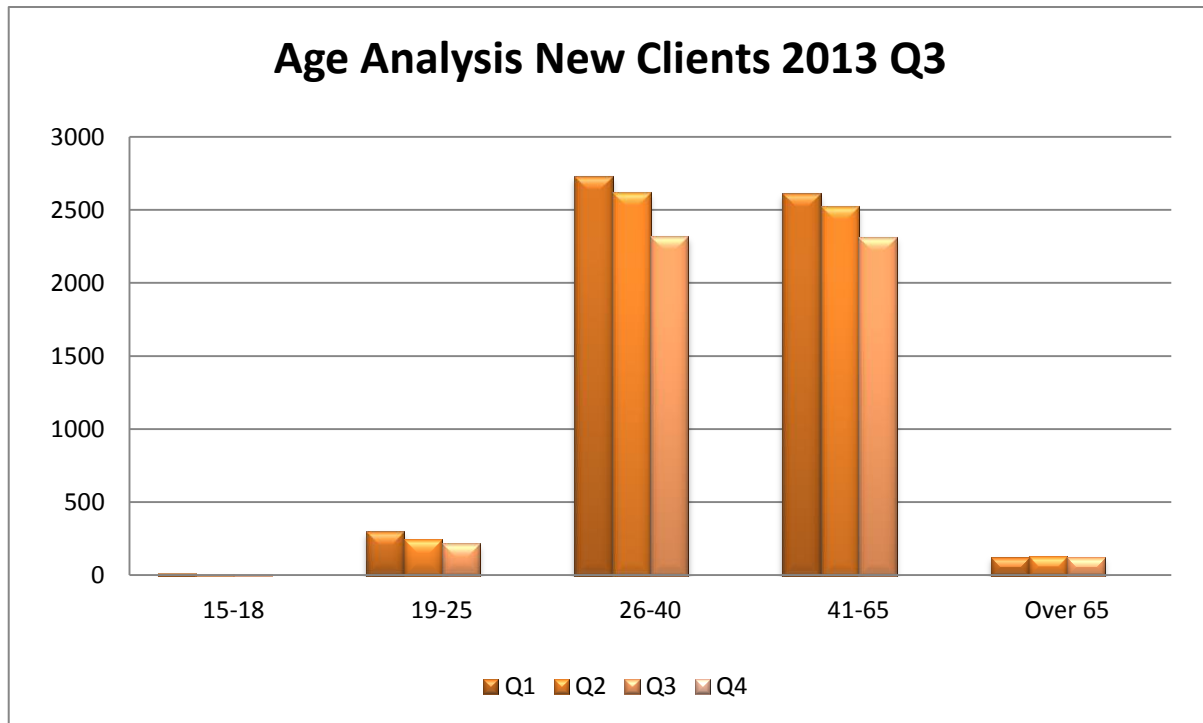
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

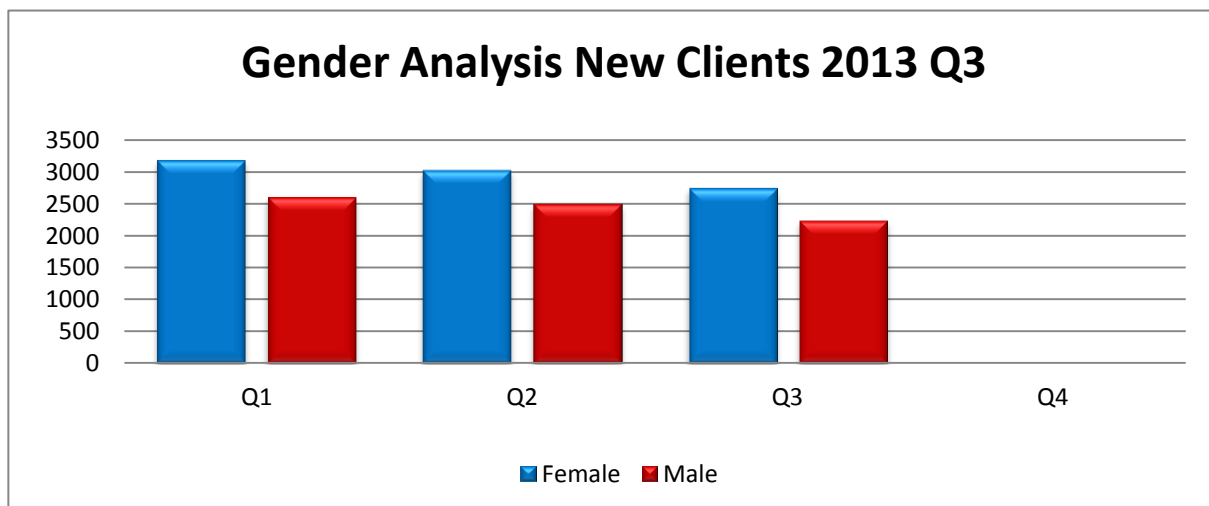
**New Client Age Analysis (Budget Negotiable & Special Account Clients Only)**

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		14	6	6	26
19-25	299	244	216		759
26-40	2732	2617	2317		7666
41-65	2611	2523	2316		7450
Over 65	124	130	123		377
<b>Total</b>	<b>5780</b>	<b>5520</b>	<b>4978</b>		<b>16278</b>



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

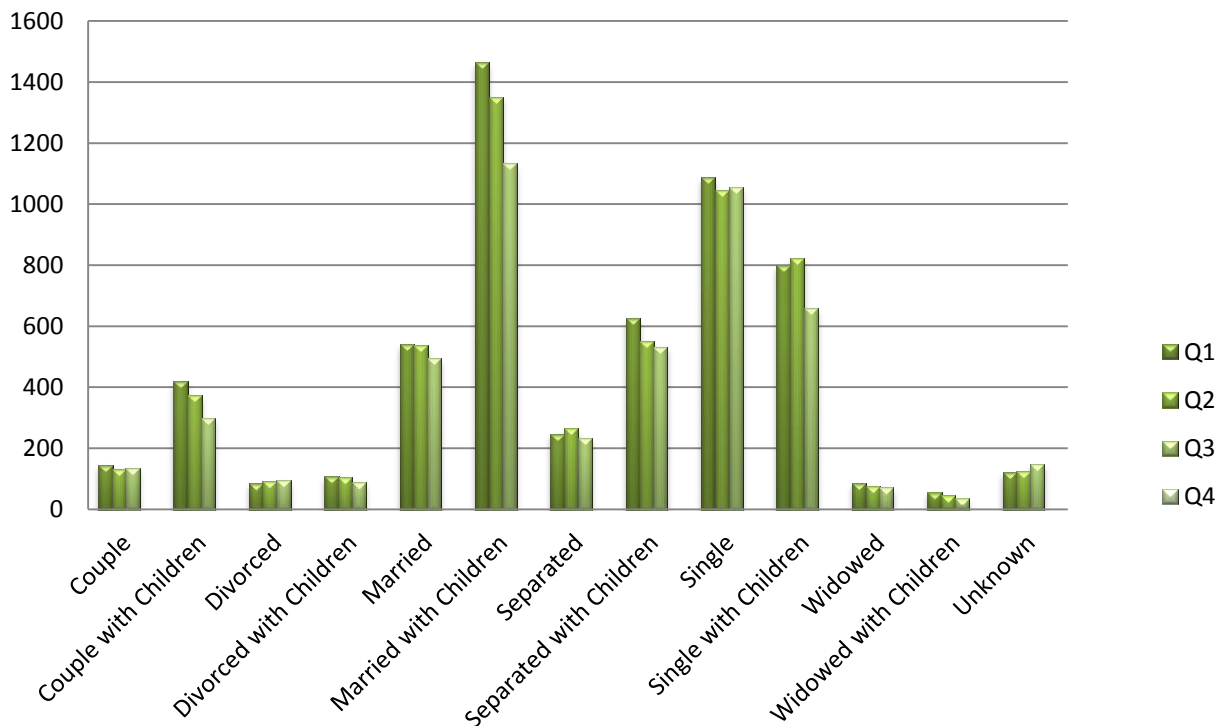
New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	3178	3022	2742		8942
Male	2602	2498	2236		7336



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

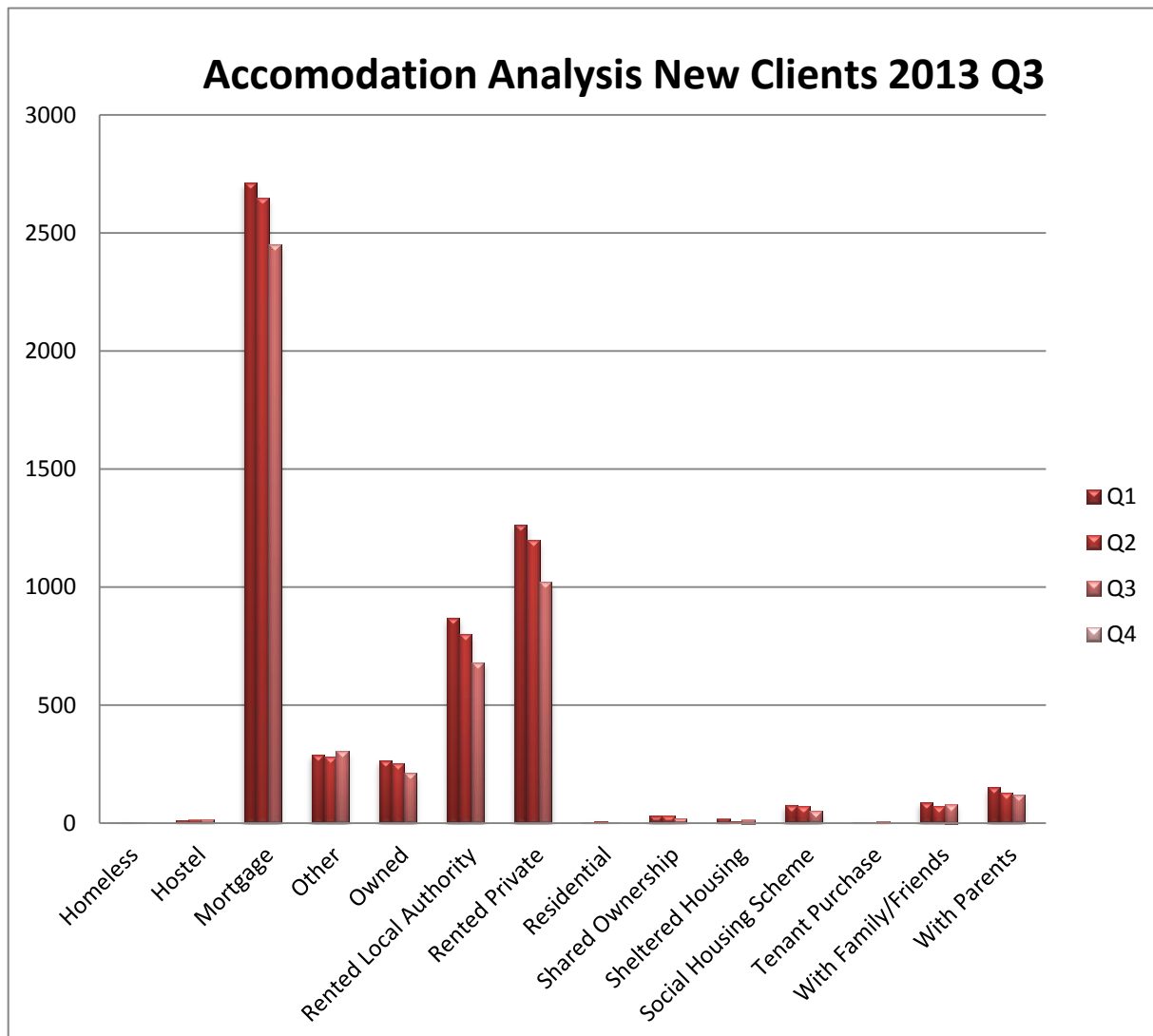
New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	145	132	135		412
Couple with Children	419	372	299		1090
Divorced	84	92	95		271
Divorced with Children	107	106	88		301
Married	541	537	494		1572
Married with Children	1464	1351	1133		3948
Separated	247	264	233		744
Separated with Children	625	551	532		1708
Single	1087	1045	1056		3188
Single with Children	799	823	659		2281
Widowed	86	77	72		235
Widowed with Children	55	47	36		138
Unknown	121	123	146		390
<b>Total</b>	<b>5780</b>	<b>5520</b>	<b>4978</b>		<b>16278</b>

### Status Analysis 2013 Q3



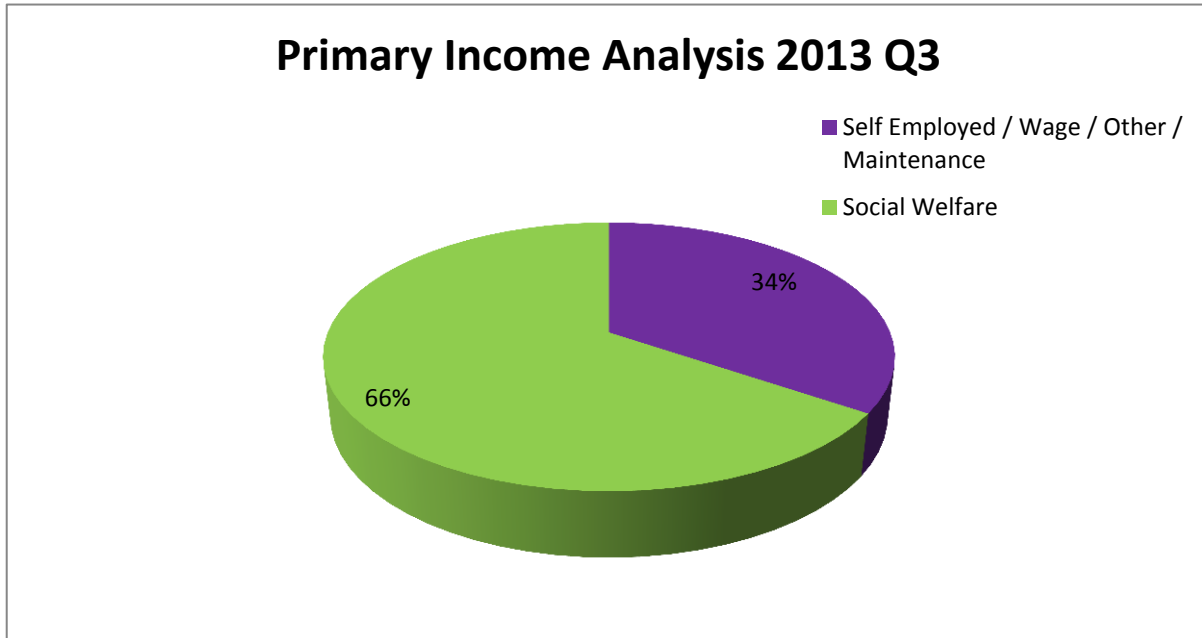
### New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	2	5	3		10
Hostel	12	13	16		41
Mortgage	2710	2648	2450		7808
Other	290	279	305		874
Owned	265	254	211		730
Rented Local Authority	867	800	680		2347
Rented Private	1262	1198	1020		3480
Residential	4	8	3		15
Shared Ownership	31	32	20		83
Sheltered Housing	17	7	14		38
Social Housing Scheme	77	71	52		200
Tenant Purchase	4	5	8		17
With Family/Friends	87	70	78		235
With Parents	152	130	118		400
<b>Total</b>	<b>5780</b>	<b>5520</b>	<b>4978</b>		<b>16278</b>



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

<b>New Client Primary Income</b>	<b>2013</b>
Self Employed / Wage / Other / Maintena	5613
Social Welfare	10665
<b>Total</b>	<b>16278</b>



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

\*Debts may not be recorded for all clients

<b>Active Debt Types</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Personal Loans with Financial Institutions	2921	2500	2958	
Utilities	1686	1491	1642	
Credit Card	1517	1315	1592	
Mortgage	1122	1051	1283	
Hire Purchase Loan	309	262	319	
Money Lender	389	250	291	
Overdraft	307	260	324	
Rent	174	132	168	
Catalogue	185	175	187	
Fine	70	26	36	
Sub Prime	51	51	44	
Waste Charges	40	38	44	