

2014 Q1

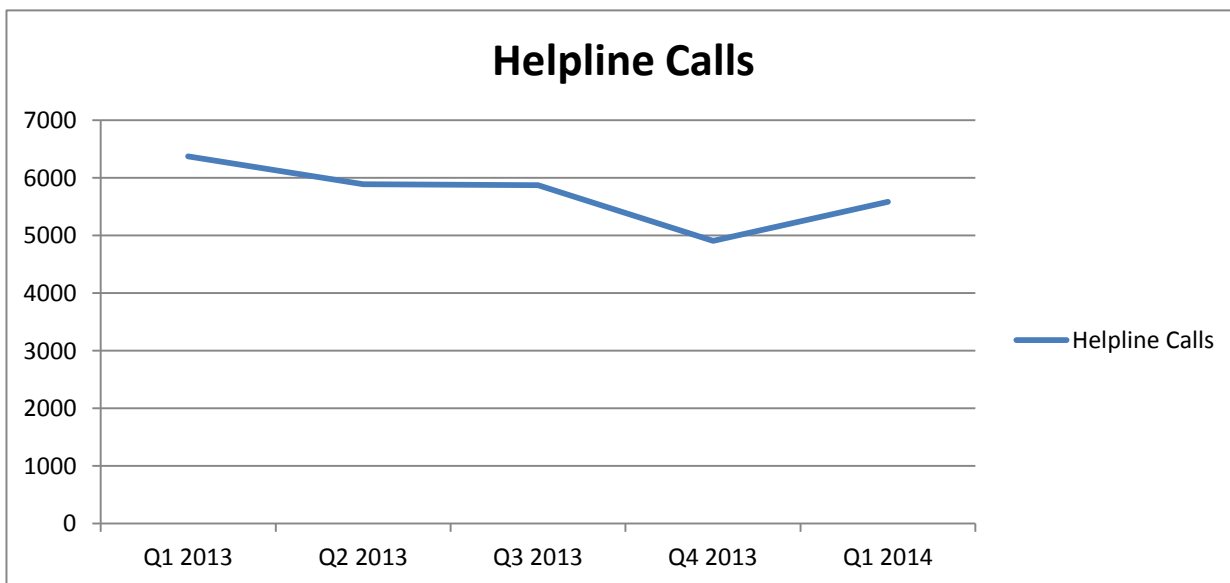
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account		183			183
Budget Negotiable		4653			4653
Information Only		943			943
Total		5779			5779

2012 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	356	255	227	230	1068
Budget Negotiable	5423	5265	4766	4030	19484
Information Only	975	963	1023	864	3825
Total	6754	6483	6016	5124	24377

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

Helpline	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2014
Helpline Calls	6371	5888	5872	4905	5582



¹ MABS Clients are divided into 3 Categories:

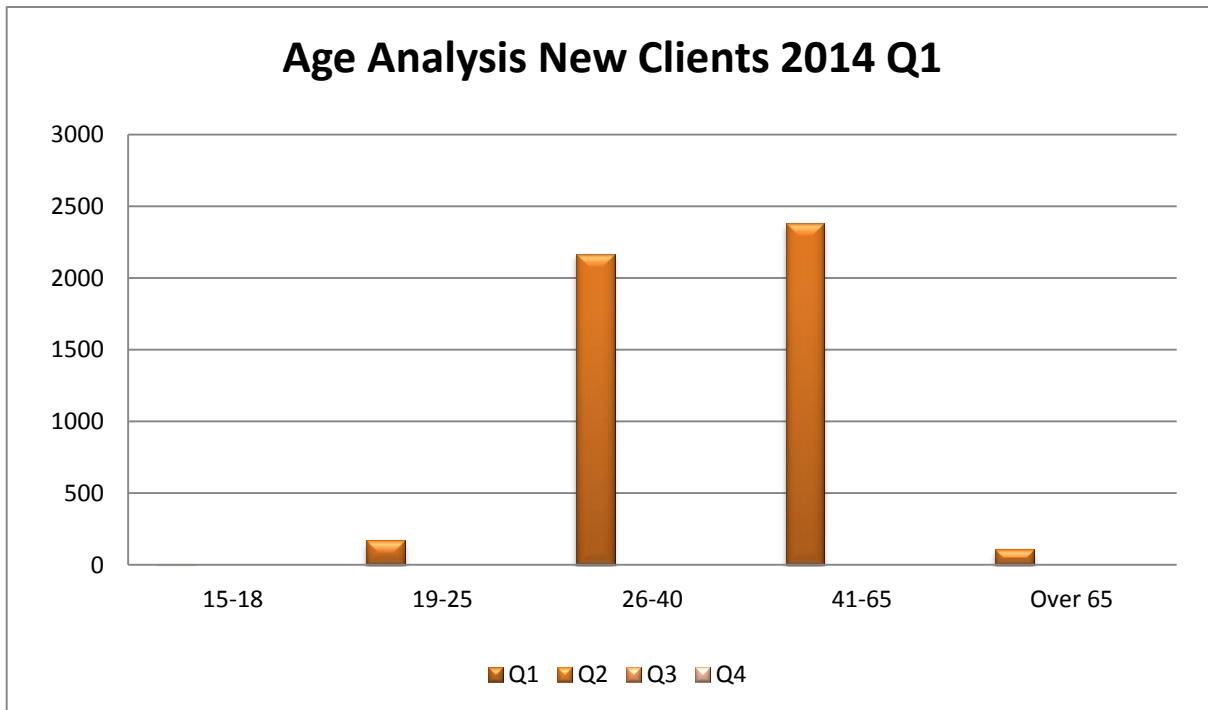
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

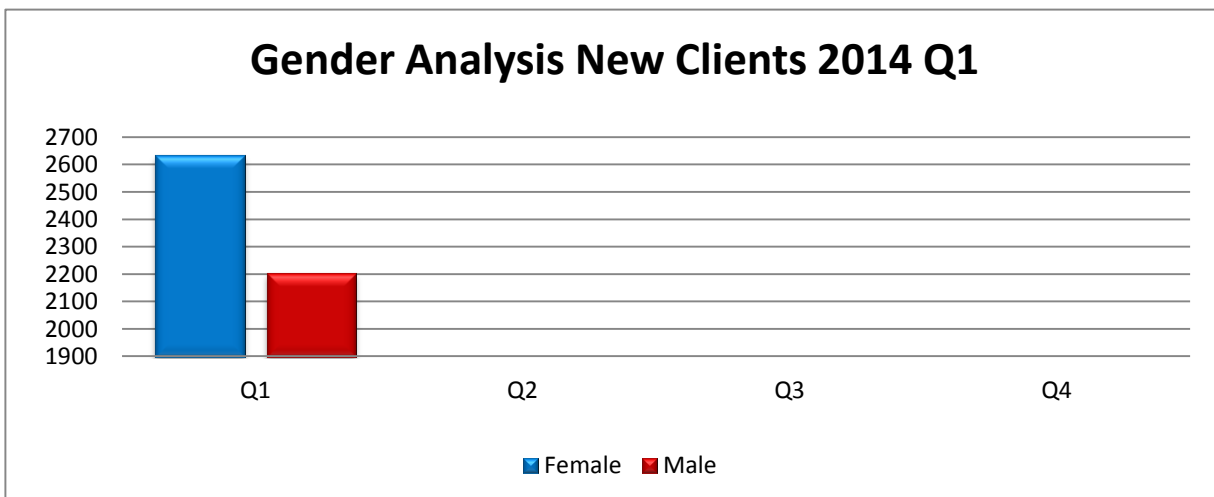
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		5			5
19-25		170			170
26-40		2169			2169
41-65		2381			2381
Over 65		111			111
Total		4836			4836



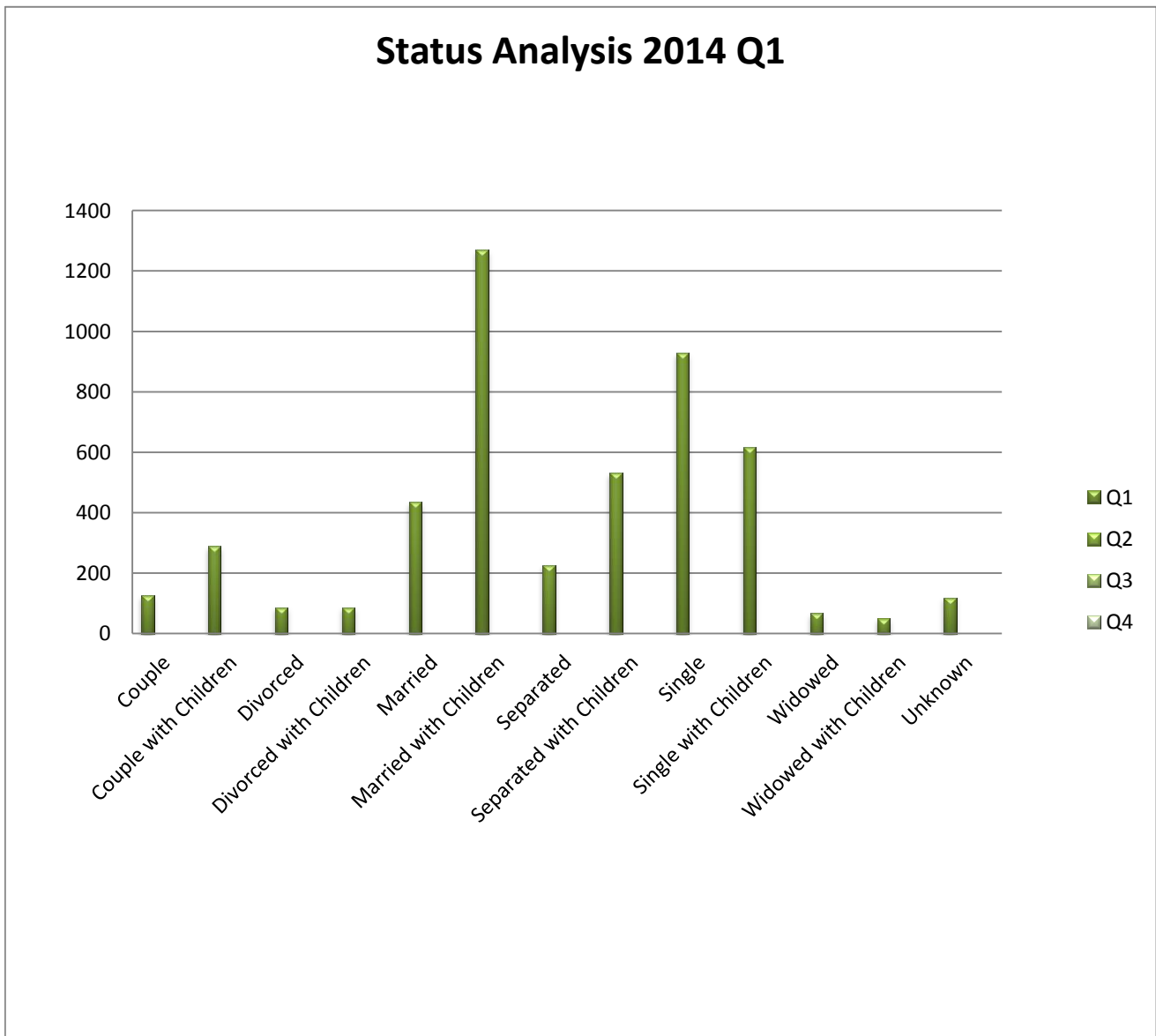
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female		2633			2633
Male		2203			2203



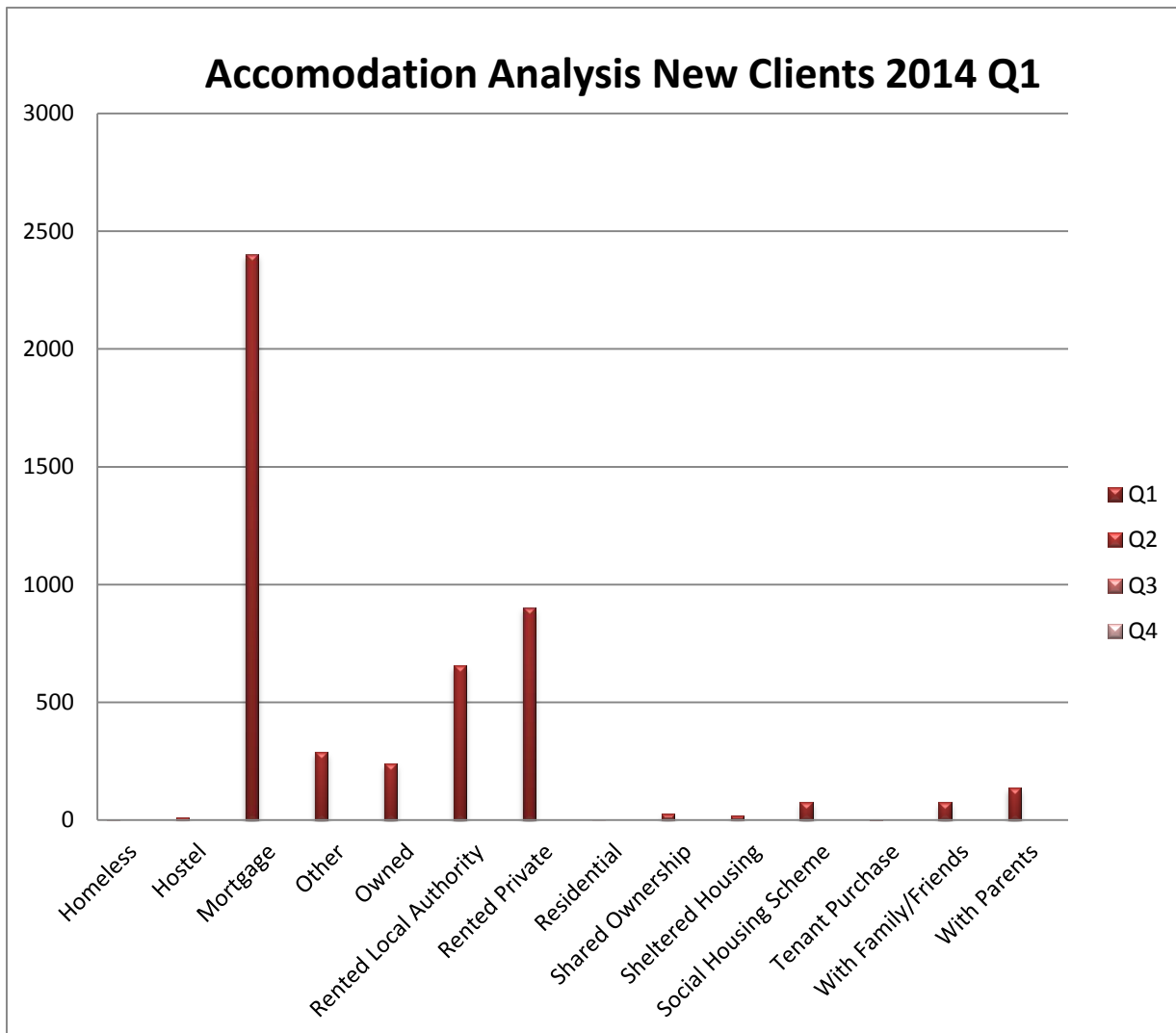
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	126				126
Couple with Children	290				290
Divorced	87				87
Divorced with Children	87				87
Married	436				436
Married with Children	1270				1270
Separated	227				227
Separated with Children	531				531
Single	929				929
Single with Children	618				618
Widowed	67				67
Widowed with Children	49				49
Unknown	119				119
Total	4836				4836



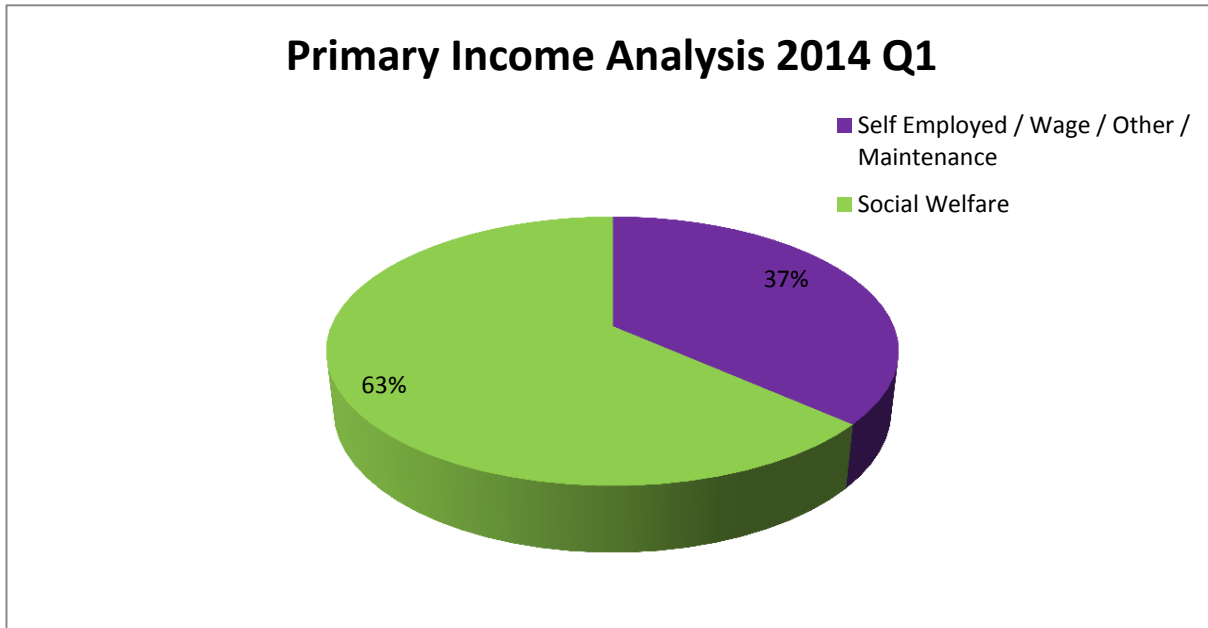
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	3				3
Hostel	10				10
Mortgage	2400				2400
Other	289				289
Owned	241				241
Rented Local Authority	656				656
Rented Private	903				903
Residential	2				2
Shared Ownership	25				25
Sheltered Housing	17				17
Social Housing Scheme	76				76
Tenant Purchase	4				4
With Family/Friends	75				75
With Parents	135				135
Total	4836				4836



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

New Client Primary Income	2014
Self Employed / Wage / Other / Maintenance	1767
Social Welfare	3069
Total	4836



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	2597			
Utilities	1387			
Credit Card	1461			
Mortgage	1193			
Hire Purchase Loan	289			
Money Lender	349			
Overdraft	281			
Rent	149			
Catalogue	240			
Fine	71			
Sub Prime	31			
Waste Charges	33			