

## 2016 Q2

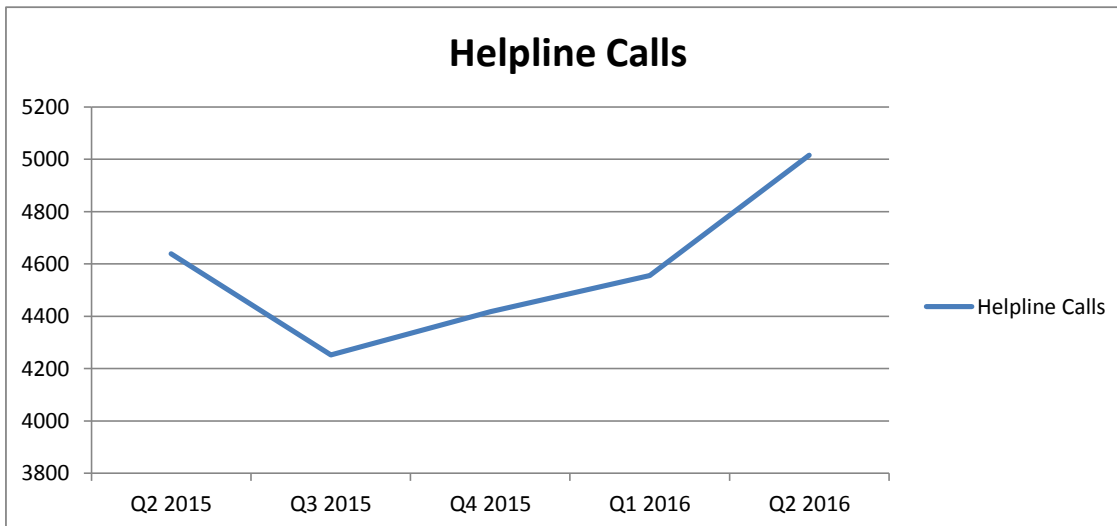
Scheme <sup>1</sup>	Q1	Q2	Q3	Q4	Total
Special Account	118	129			247
Budget Negotiable	4310	4226			8536
Information Only	651	616			1267
<b>Total</b>	<b>5079</b>	<b>4971</b>			<b>10050</b>

2015 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	135	179	162	94	570
Budget Negotiable	4753	4374	4026	3579	16732
Information Only	737	650	635	666	2688
<b>Total</b>	<b>5625</b>	<b>5203</b>	<b>4823</b>	<b>4339</b>	<b>19990</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 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016
Helpline Calls	4639	4252	4418	4556	5016



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

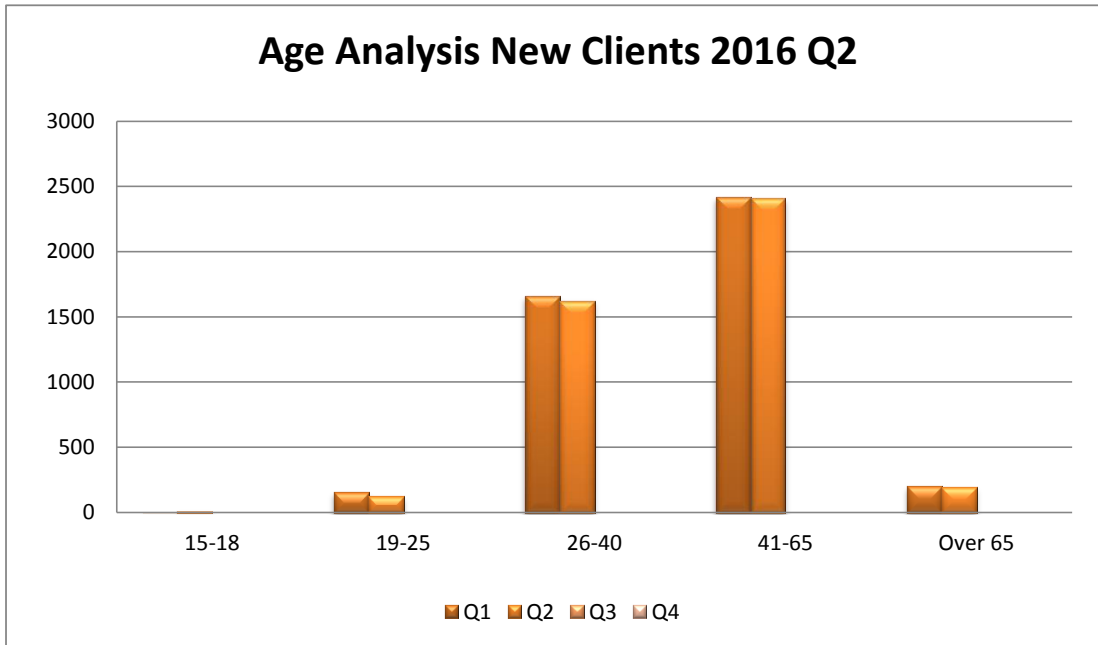
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

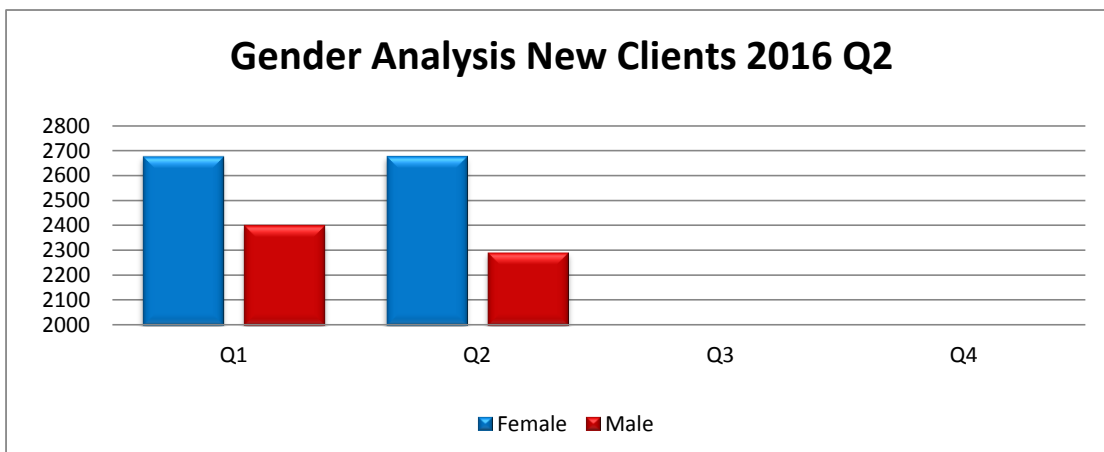
**New Client Age Analysis (Budget Negotiable & Special Account Clients Only)**

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		3	8		11
19-25		154	123		277
26-40		1655	1623		3278
41-65		2419	2406		4825
Over 65		197	195		392
Total	4428	4355	0	0	8783



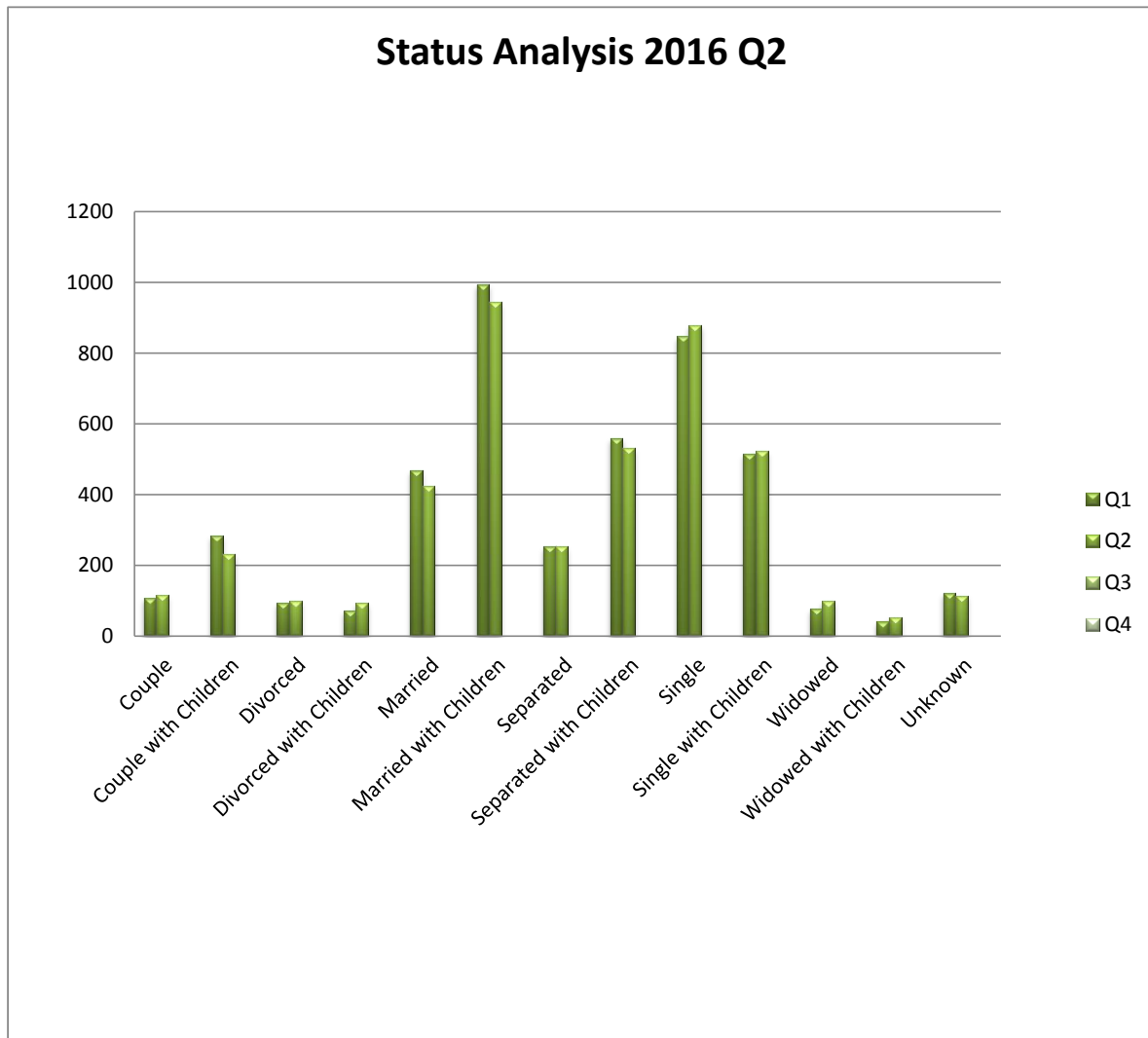
**New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)**

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	2678	2679			5357
Male	2401	2292			4693



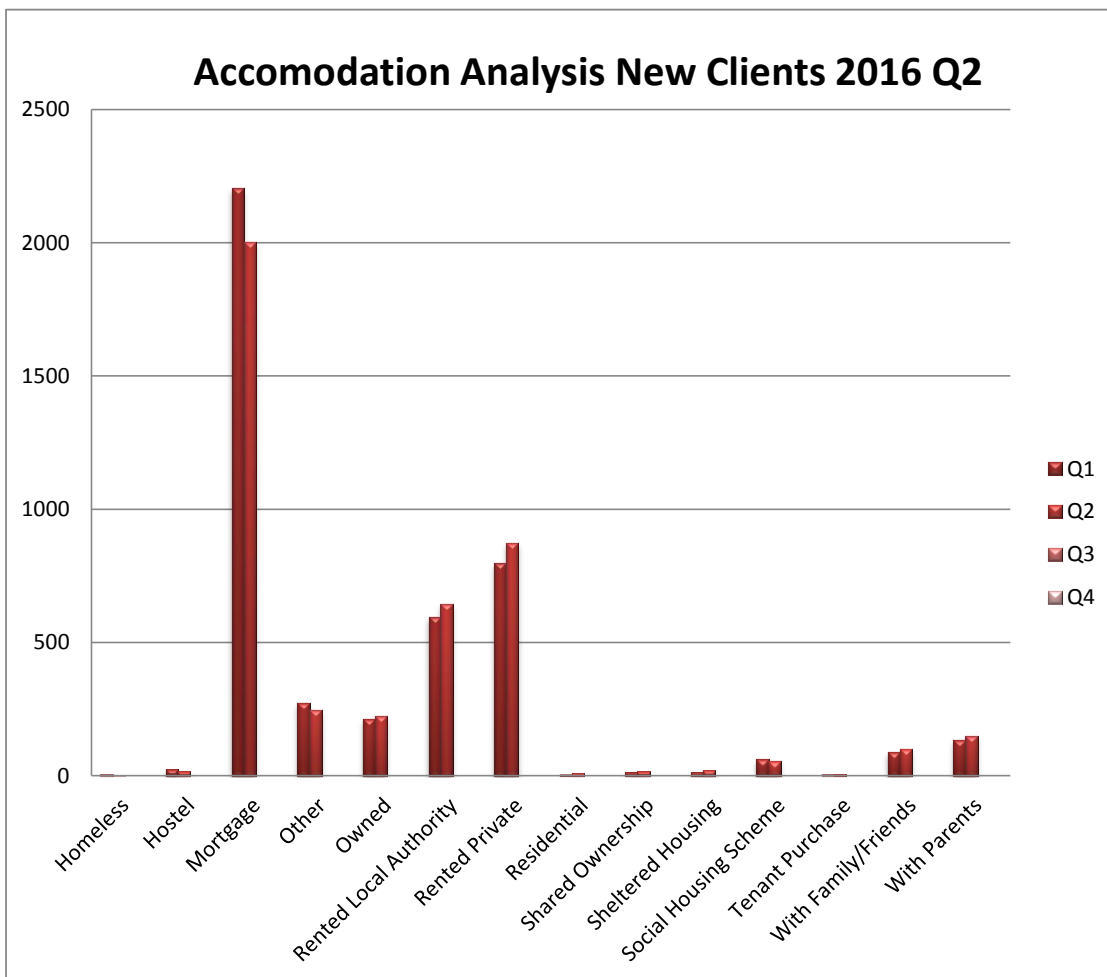
**New Client Status Analysis (Budget Negotiable & Special Account Clients Only)**

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	108	116			224
Couple with Children	283	232			515
Divorced	94	98			192
Divorced with Children	71	93			164
Married	467	425			892
Married with Children	994	943			1937
Separated	252	252			504
Separated with Children	558	531			1089
Single	847	877			1724
Single with Children	514	523			1037
Widowed	78	98			176
Widowed with Children	40	53			93
Unknown	122	114			236
<b>Total</b>	<b>4428</b>	<b>4355</b>	<b>0</b>	<b>0</b>	<b>8783</b>



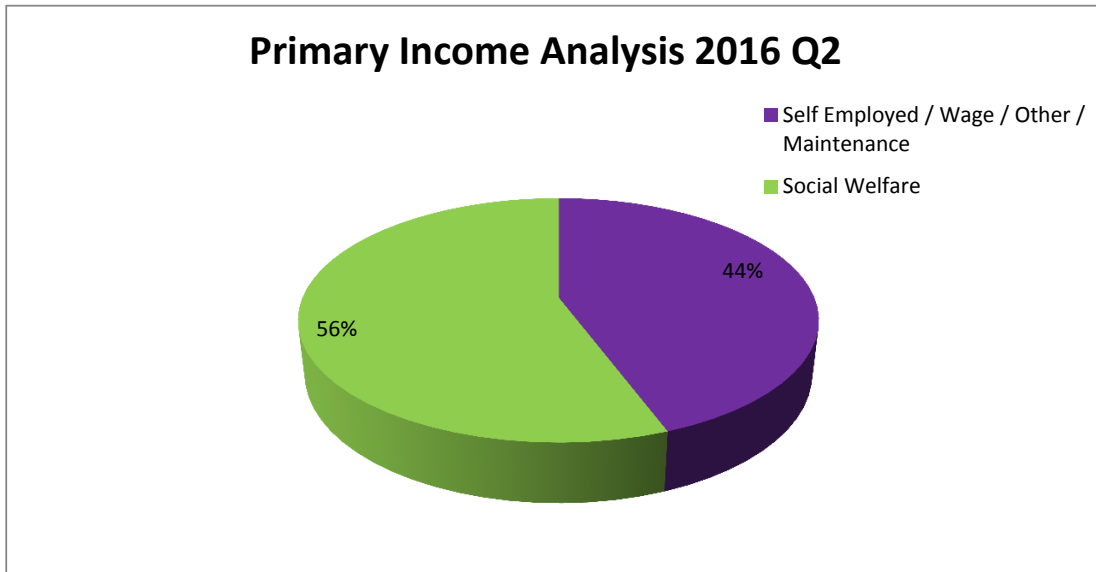
**New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)**

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	5	2			7
Hostel	24	15			39
Mortgage	2204	2003			4207
Other	272	244			516
Owned	210	222			432
Rented Local Authority	595	642			1237
Rented Private	796	871			1667
Residential	4	10			14
Shared Ownership	12	15			27
Sheltered Housing	13	20			33
Social Housing Scheme	60	54			114
Tenant Purchase	5	7			12
With Family/Friends	88	101			189
With Parents	132	149			281
<b>Total</b>	<b>4420</b>	<b>4355</b>	<b>0</b>	<b>0</b>	<b>8775</b>



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

New Client Primary Income	2016
Self Employed / Wage / Other / Maintenance	3889
Social Welfare	4894
<b>Total</b>	<b>8783</b>



**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	1195	1430		
Utilities	613	693		
Credit Card	676	756		
Mortgage	904	1375		
Hire Purchase Loan	89	127		
Money Lender	185	230		
Overdraft	147	135		
Rent	102	131		
Catalogue	57	86		
Fine	56	46		
Sub Prime	14	32		
Waste Charges	7	14		