

MABS is a national, free, confidential and independent service for people in debt or in danger of getting into debt.

2018 Q2

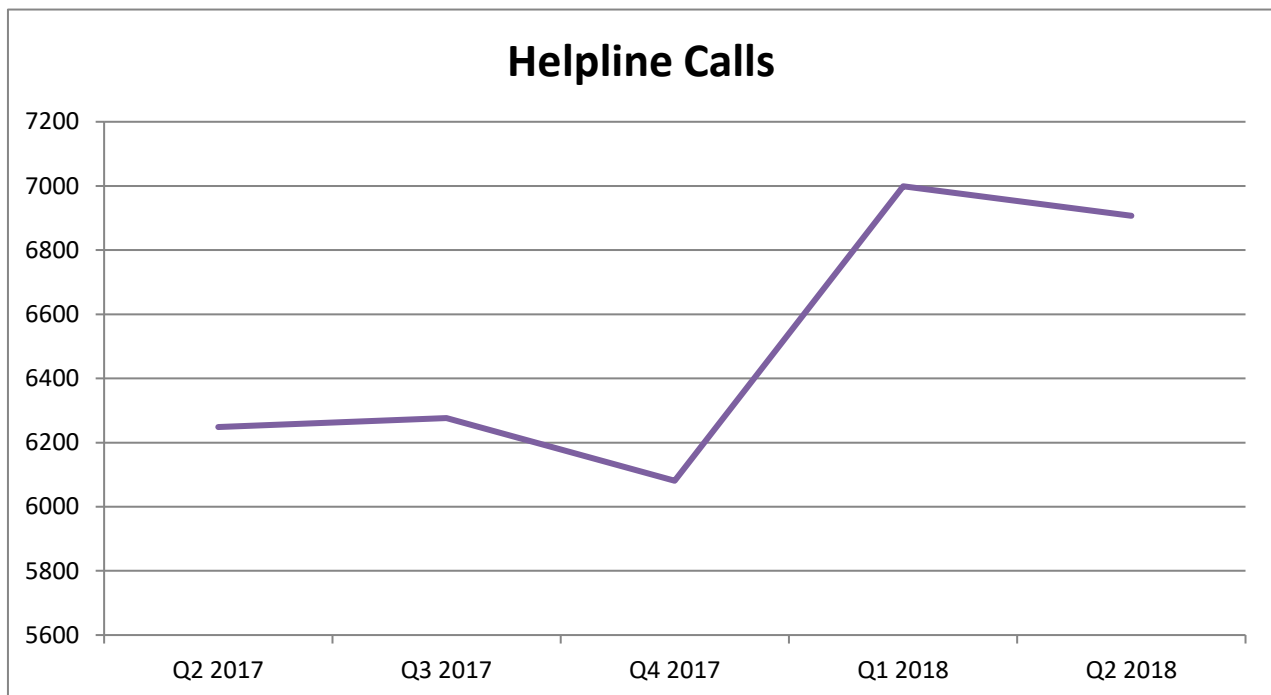
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account		124	61		185
Budget Negotiable	4132	3620			7752
Information Only	627	491			1118
Total	4883	4172			9055

2017 Scheme Data	Q1	Q2	Q3	Q4	Total	
Special Account		87	87	64	44	282
Budget Negotiable	4692	4168	4084	3514	16458	
Information Only	723	677	599	553	2552	
Total	5502	4932	4747	4111	19292	

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	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018
Helpline Calls	6248	6276	6081	6999	6907



¹ MABS Clients are divided into 3 Categories:

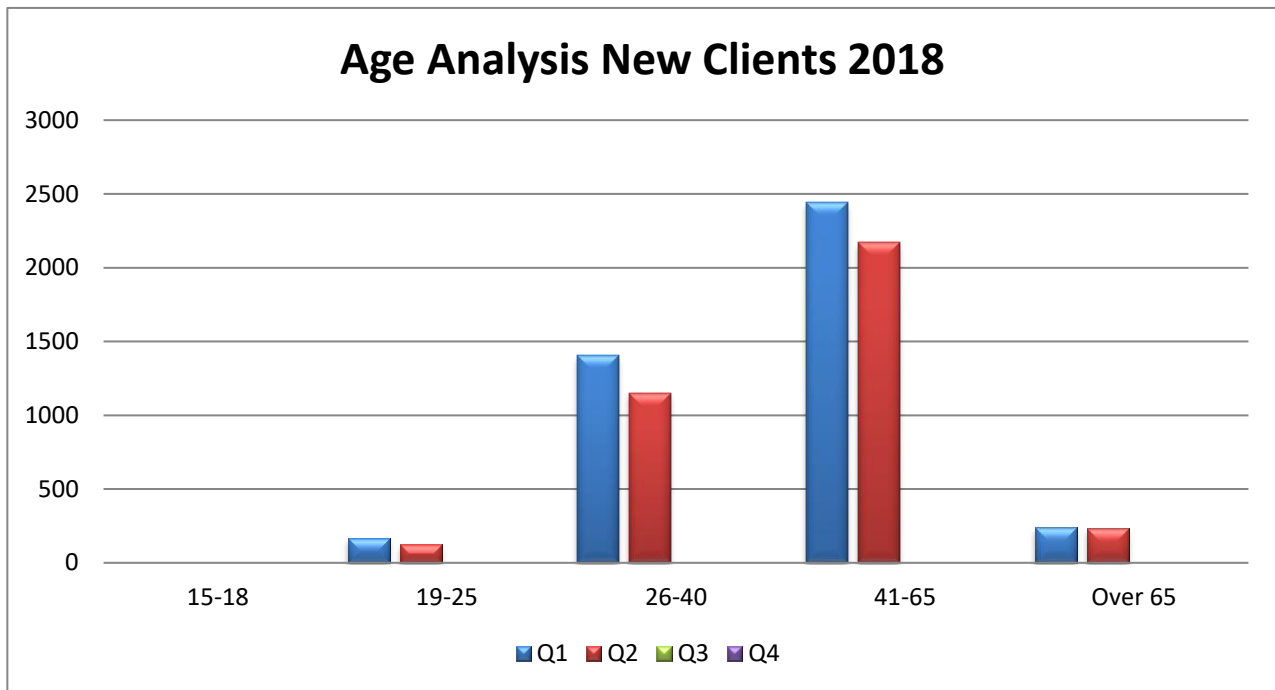
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

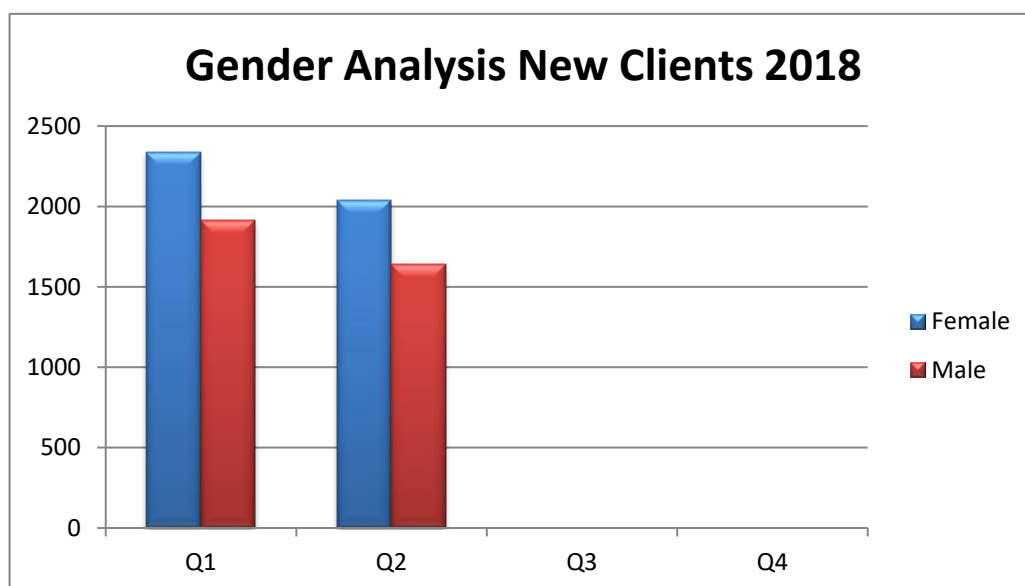
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		3	3		6
19-25		170	124		294
26-40		1403	1151		2554
41-65		2442	2170		4612
Over 65		238	233		471
Total	4256	3681	0	0	7937



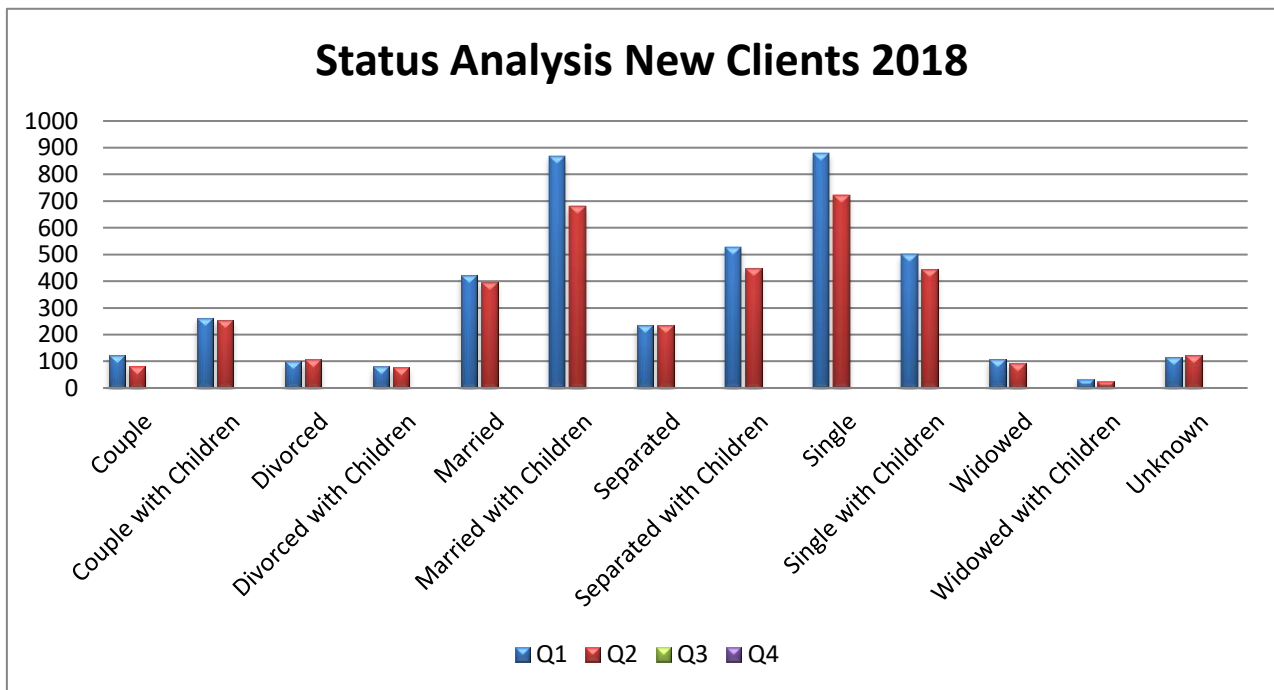
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	2340	2038	0	0	4378
Male	1916	1643	0	0	3559



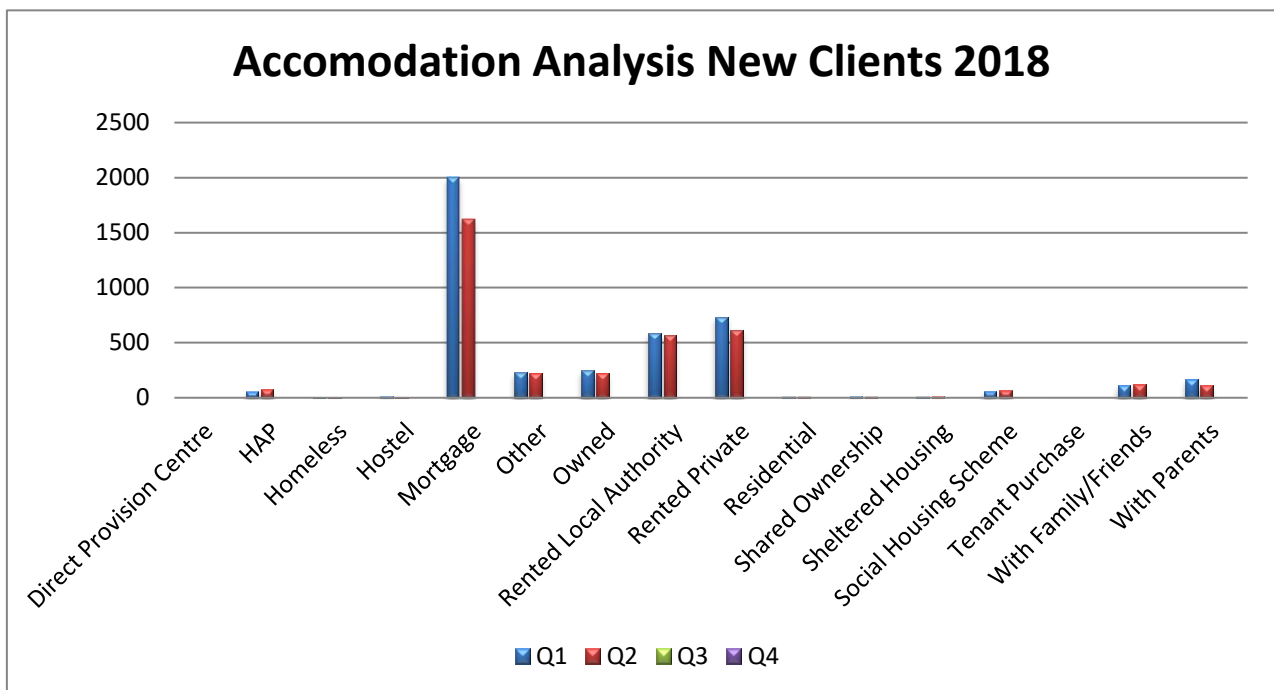
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	123	80			203
Couple with Children	262	253			515
Divorced	101	106			207
Divorced with Children	81	77			158
Married	421	395			816
Married with Children	870	679			1549
Separated	237	234			471
Separated with Children	528	449			977
Single	878	723			1601
Single with Children	499	444			943
Widowed	107	91			198
Widowed with Children	33	26			59
Unknown	116	124			240
Total	4256	3681	0	0	7937



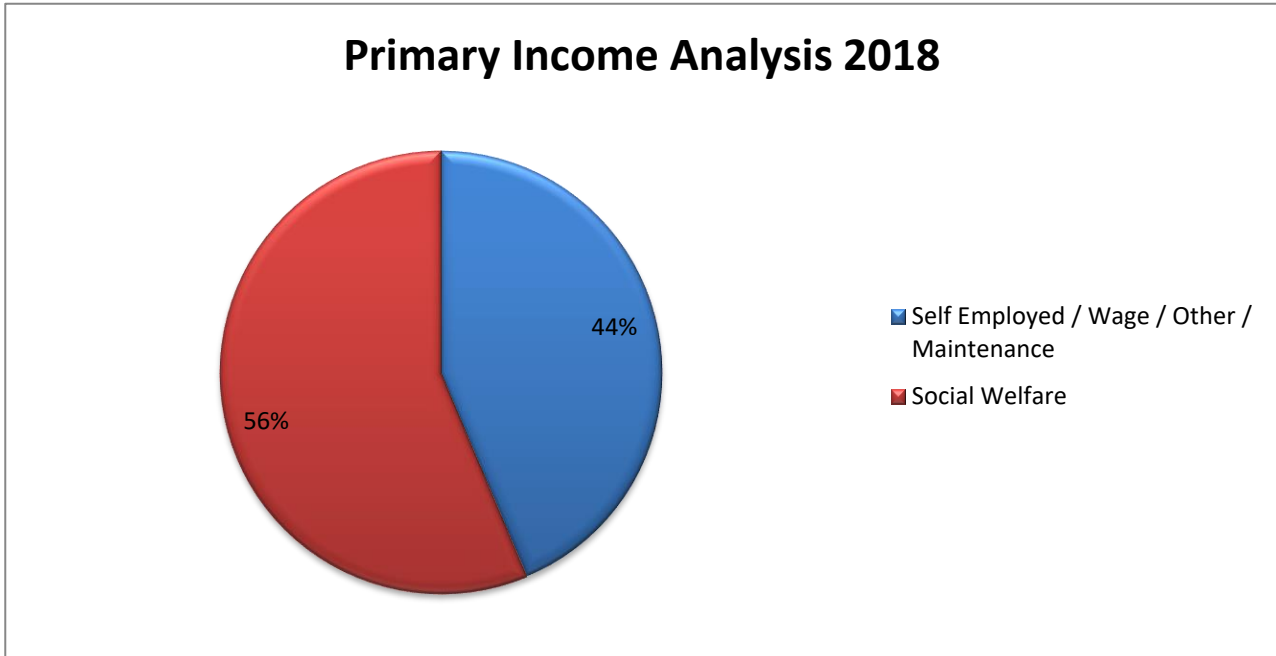
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	0	3			3
HAP	55	74			129
Homeless	8	9			17
Hostel	17	9			26
Mortgage	2002	1623			3625
Other	229	226			455
Owned	246	223			469
Rented Local Authority	584	568			1152
Rented Private	735	615			1350
Residential	11	10			21
Shared Ownership	18	10			28
Sheltered Housing	12	14			26
Social Housing Scheme	57	65			122
Tenant Purchase	1	1			2
With Family/Friends	117	118			235
With Parents	164	113			277
Total	4256	3681	0	0	7937



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

New Client Primary Income	2018
Self Employed / Wage / Other / Maintenance	3466
Social Welfare	4471
Total	7937



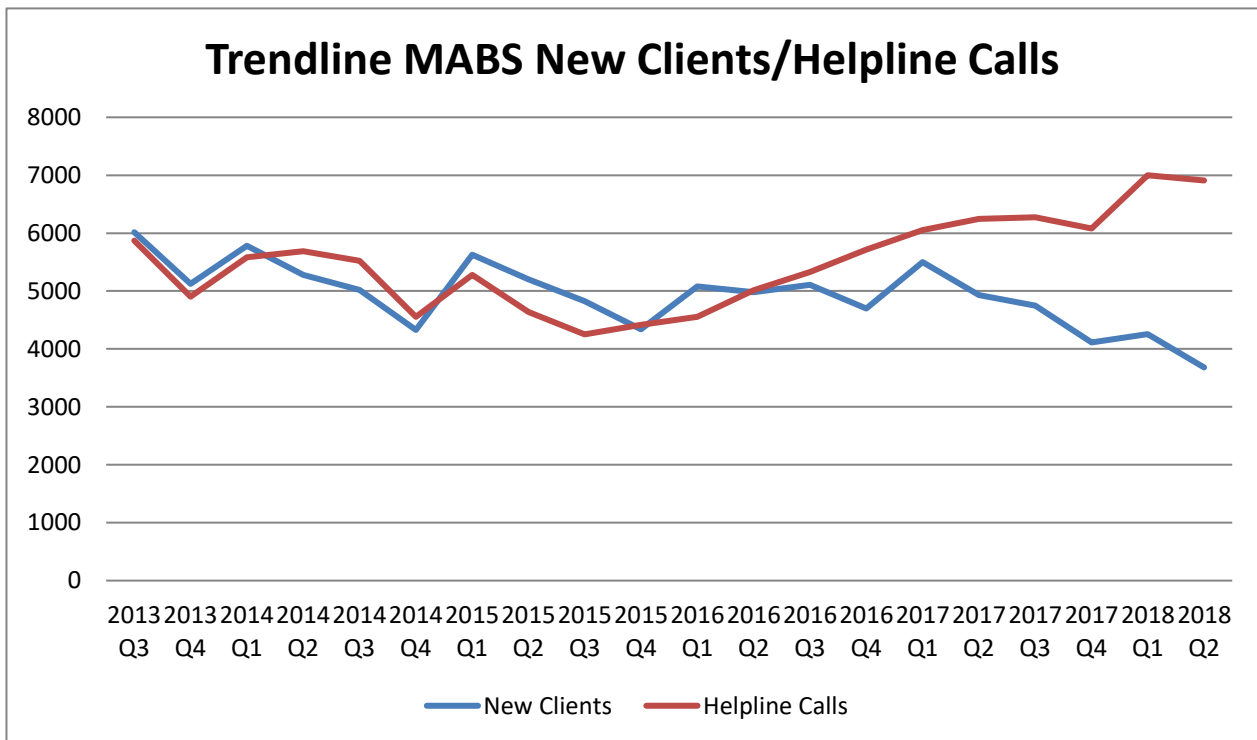
New Client Debt Count (Budget Negotiable & Special Account Clients Only)

*Debts may not be recorded for all clients

Active Debt Types	Q1	Q2	Q3	Q4
Personal Loans with Financial Institutions	1477	1575		
Utilities	595	562		
Credit Card	1004	532		
Mortgage	1174	909		
Hire Purchase Loan	107	105		
Money Lender	202	143		
Overdraft	194	109		
Rent	111	120		
Catalogue	74	57		
Fine	49	33		
Sub Prime	18	13		
Waste Charges	5	1		

Trendline New Clients / Helpline Calls

New Clients	New Clients	Helpline Calls
2013 Q3	6016	5872
2013 Q4	5124	4905
2014 Q1	5782	5582
2014 Q2	5281	5687
2014 Q3	5021	5524
2014 Q4	4328	4556
2015 Q1	5625	5279
2015 Q2	5203	4639
2015 Q3	4823	4252
2015 Q4	4339	4418
2016 Q1	5078	4556
2016 Q2	4980	5016
2016 Q3	5109	5326
2016 Q4	4699	5713
2017 Q1	5502	6054
2017 Q2	4932	6248
2017 Q3	4747	6276
2017 Q4	4111	6081
2018 Q1	4256	6999
2018 Q2	3681	6907



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