

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

2019 Q1

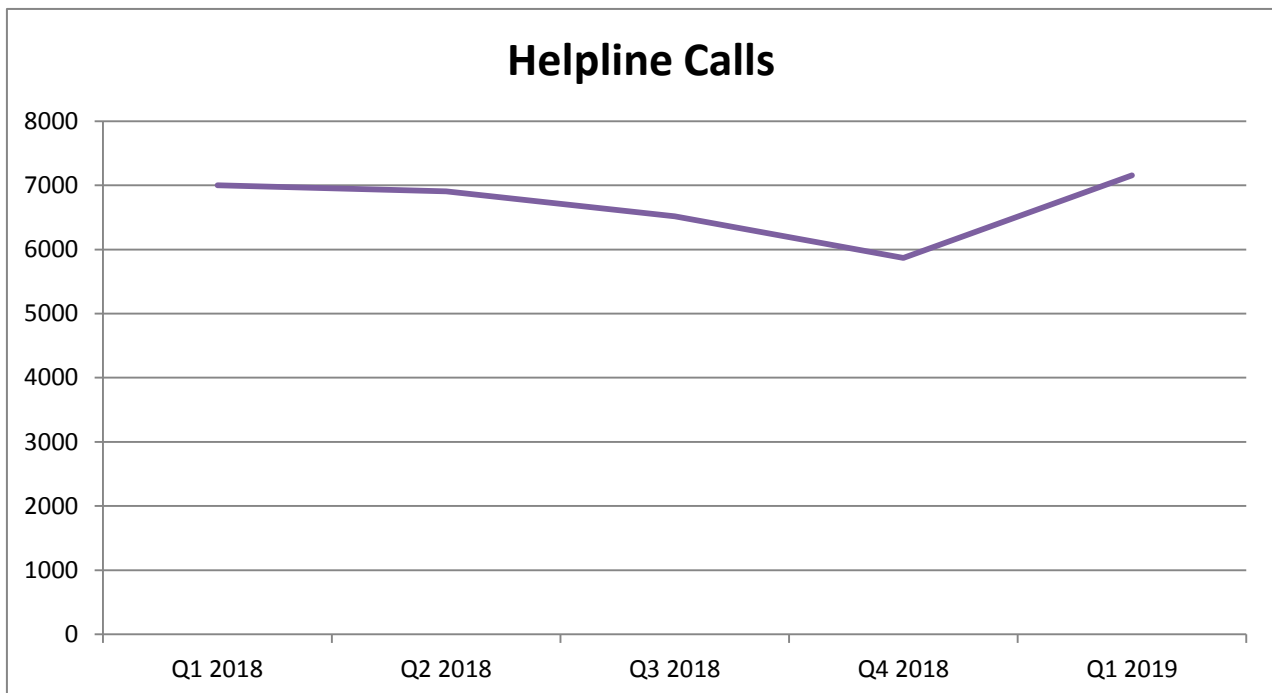
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account		52			52
Budget Negotiable	4914				4914
Information Only	582				582
Total	5548				5548

2018 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	114	55	85	71	325
Budget Negotiable	4179	3607	3678	3598	15062
Information Only	581	483	514	500	2078
Total	4874	4145	4277	4169	17465

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 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
Helpline Calls	6999	6907	6518	5868	7155



¹ MABS Clients are divided into 3 Categories:

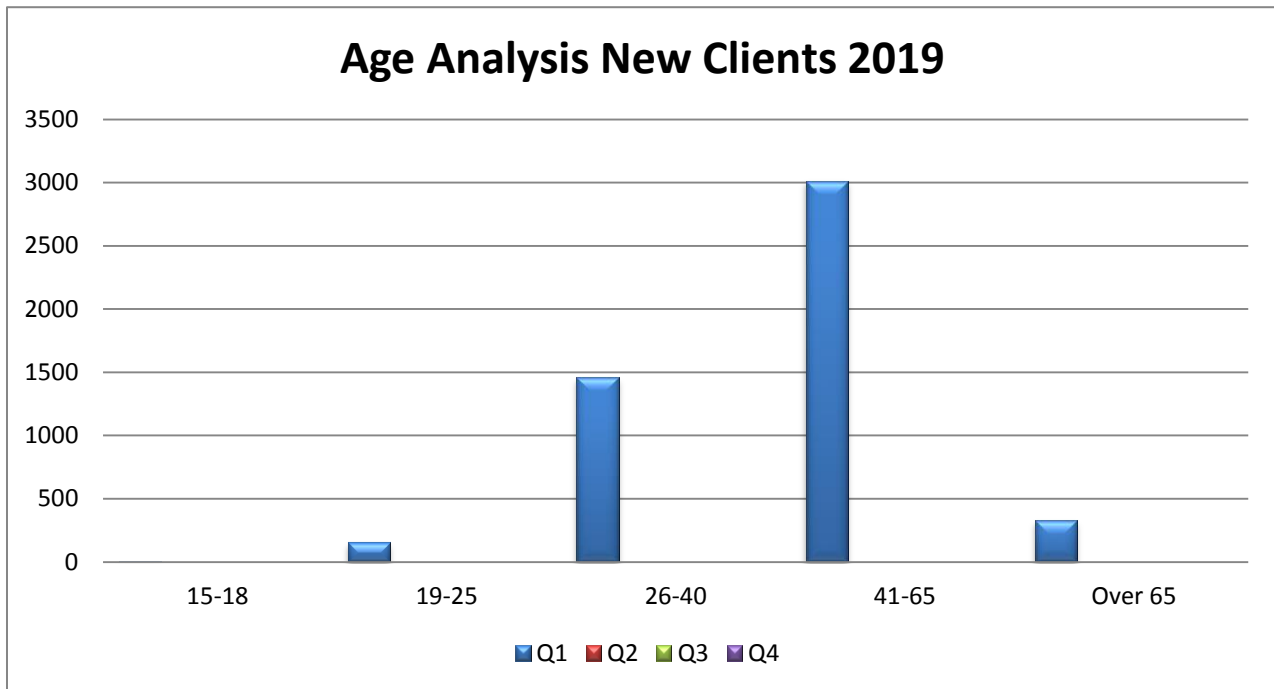
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

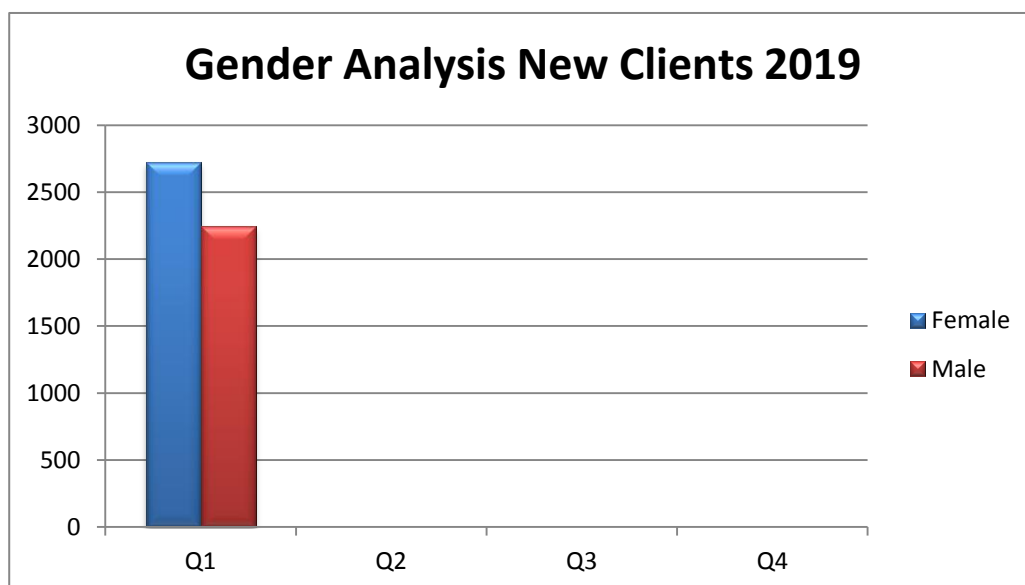
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		5			5
19-25		157			157
26-40		1461			1461
41-65		3014			3014
Over 65		329			329
Total		4966			4966



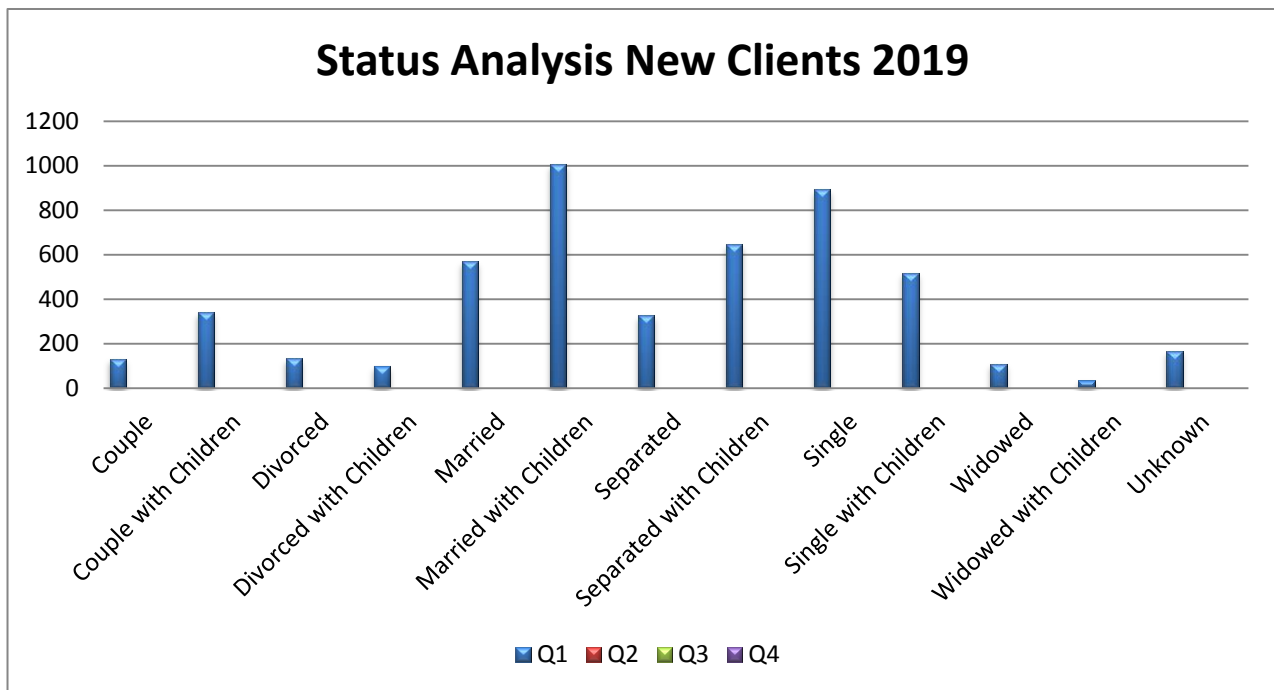
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female		2721			2721
Male		2245			2245



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

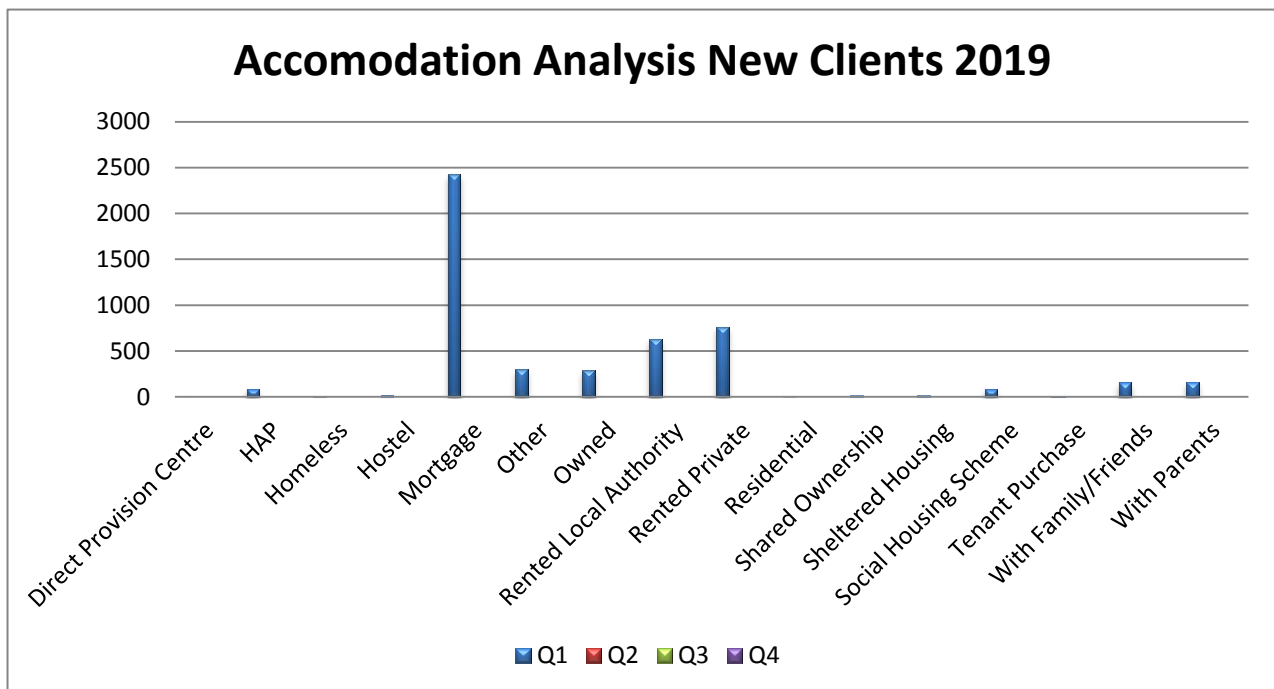
New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	131				131
Couple with Children	340				340
Divorced	133				133
Divorced with Children	98				98
Married	569				569
Married with Children	1005				1005
Separated	326				326
Separated with Children	645				645
Single	892				892
Single with Children	519				519
Widowed	109				109
Widowed with Children	33				33
Unknown	166				166
Total	4966				4966



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

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

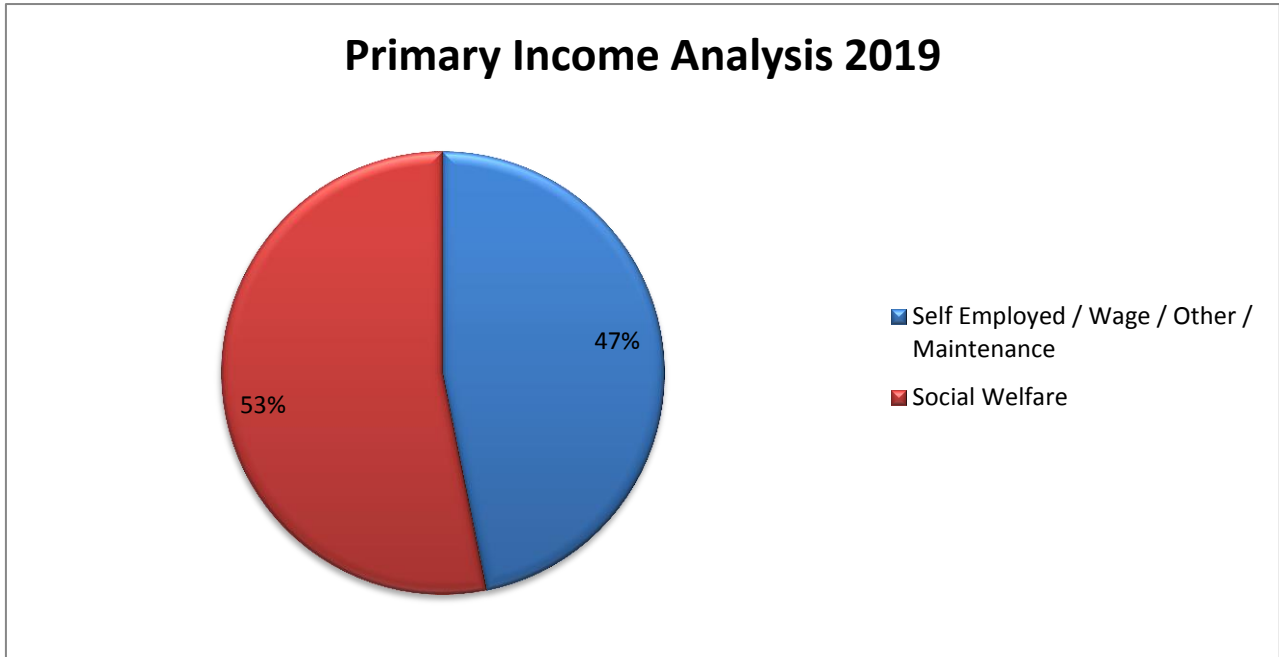
New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	0				0
HAP	88				88
Homeless	9				9
Hostel	18				18
Mortgage	2428				2428
Other	298				298
Owned	286				286
Rented Local Authority	632				632
Rented Private	762				762
Residential	7				7
Shared Ownership	16				16
Sheltered Housing	16				16
Social Housing Scheme	84				84
Tenant Purchase	4				4
With Family/Friends	157				157
With Parents	161				161
Total	4966				4966



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

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

New Client Primary Income	2019
Self Employed / Wage / Other / Maintenance	2325
Social Welfare	2641
Total	4966



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		1692		
Utilities		616		
Credit Card		676		
Mortgage		2158		
Hire Purchase Loan		172		
Money Lender		206		
Overdraft		179		
Rent		196		
Catalogue		82		
Fine		40		
Sub Prime		25		
Waste Charges		2		

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

Trendline New Clients / Helpline Calls

New Clients	New Clients	Helpline Calls
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	4874	6999
2018 Q2	4145	6907
2018 Q3	4277	6518
2018 Q4	4169	5868
2019 Q1	5548	7155

