

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

## 2019 Q2

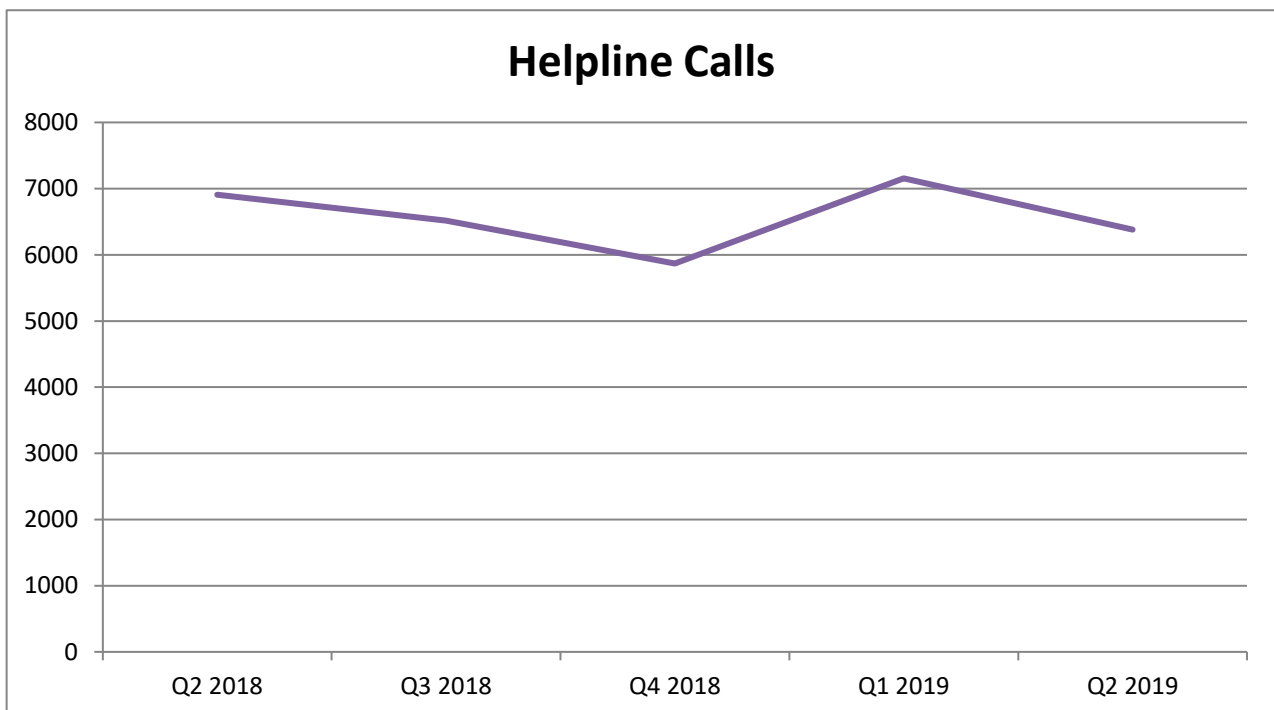
Scheme <sup>1</sup>	Q1	Q2	Q3	Q4	Total
Special Account		50	63		113
Budget Negotiable	4831	4118			8949
Information Only	640	521			1161
<b>Total</b>	<b>5521</b>	<b>4702</b>			<b>10223</b>

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	
<b>Total</b>	<b>4874</b>	<b>4145</b>	<b>4277</b>	<b>4169</b>	<b>17465</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 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Helpline Calls	6907	6518	5868	7155	6382



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

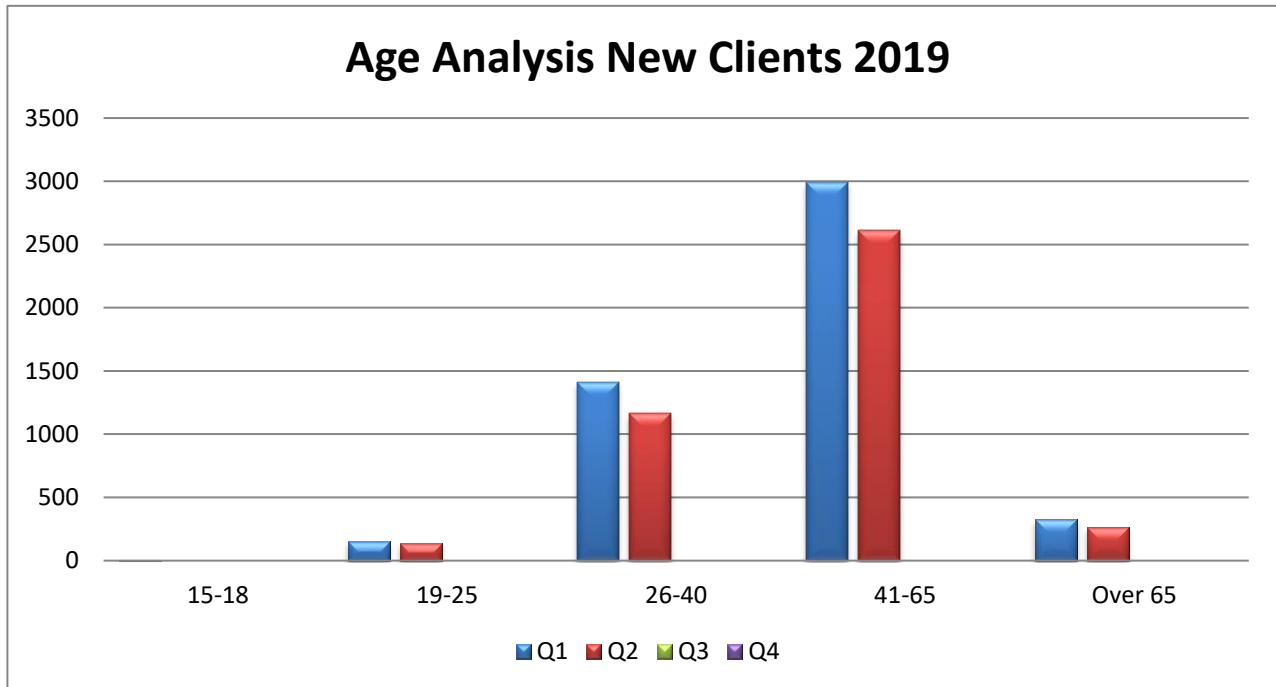
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

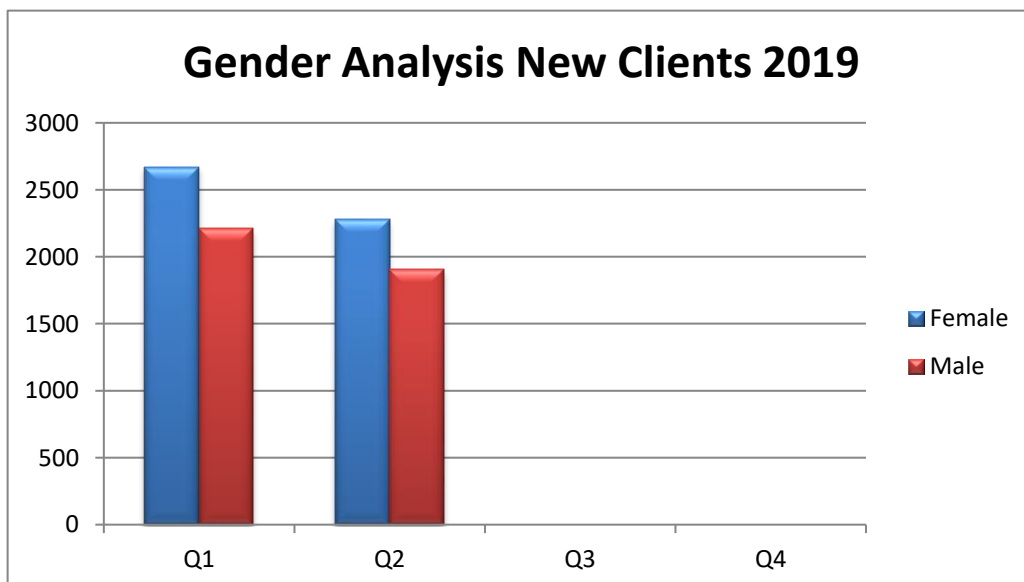
**New Client Age Analysis (Budget Negotiable & Special Account Clients Only)**

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		5	1		6
19-25		152	140		292
26-40		1407	1162		2569
41-65		2989	2612		5601
Over 65		328	266		594
Total		4881	4181		9062



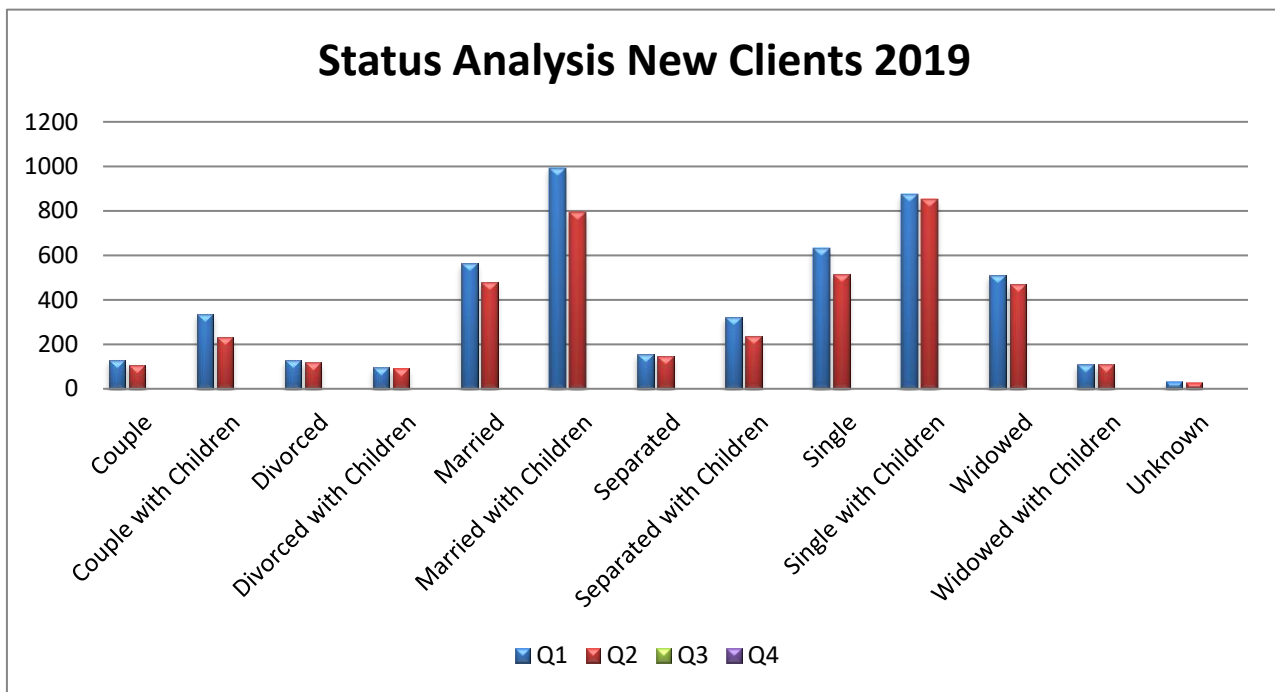
**New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)**

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female		2670	2278		4948
Male		2211	1903		4114



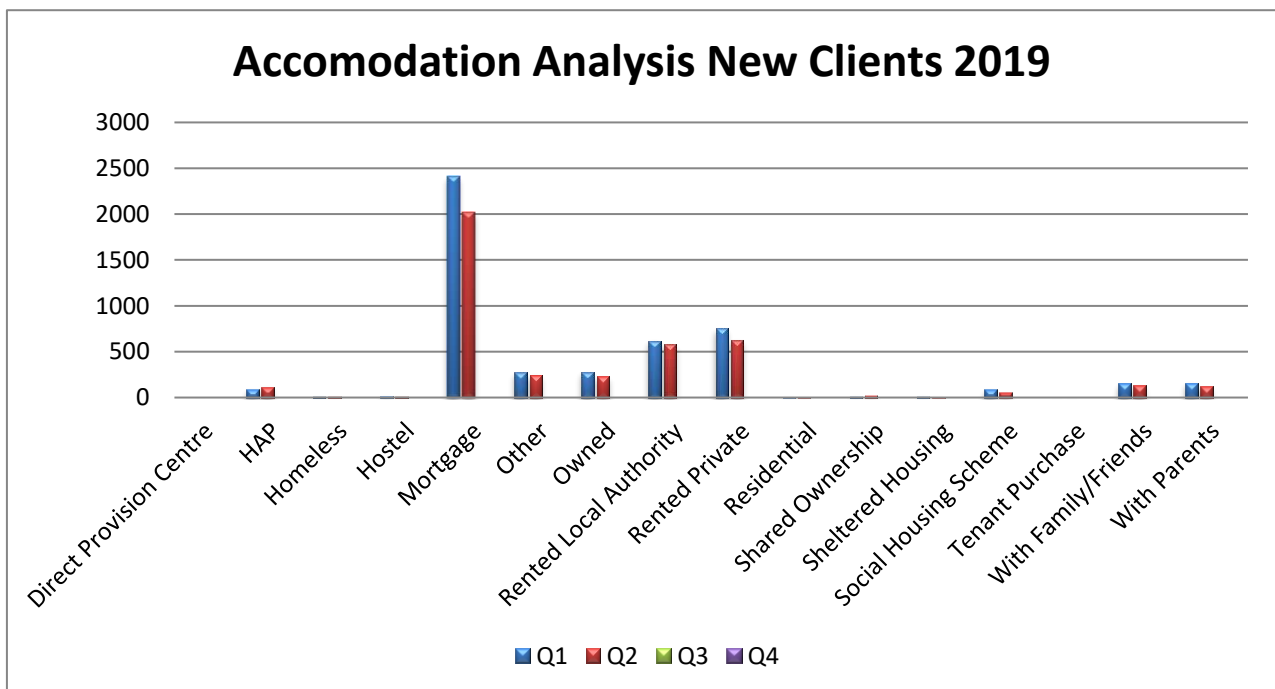
**New Client Status Analysis (Budget Negotiable & Special Account Clients Only)**

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	129	107			236
Couple with Children	336	234			570
Divorced	130	119			249
Divorced with Children	95	92			187
Married	564	479			1043
Married with Children	993	791			1784
Separated	155	146			301
Separated with Children	322	237			559
Single	634	517			1151
Single with Children	875	851			1726
Widowed	508	470			978
Widowed with Children	108	110			218
Unknown	32	28			60
<b>Total</b>	<b>4881</b>	<b>4181</b>	<b>0</b>	<b>0</b>	<b>9062</b>



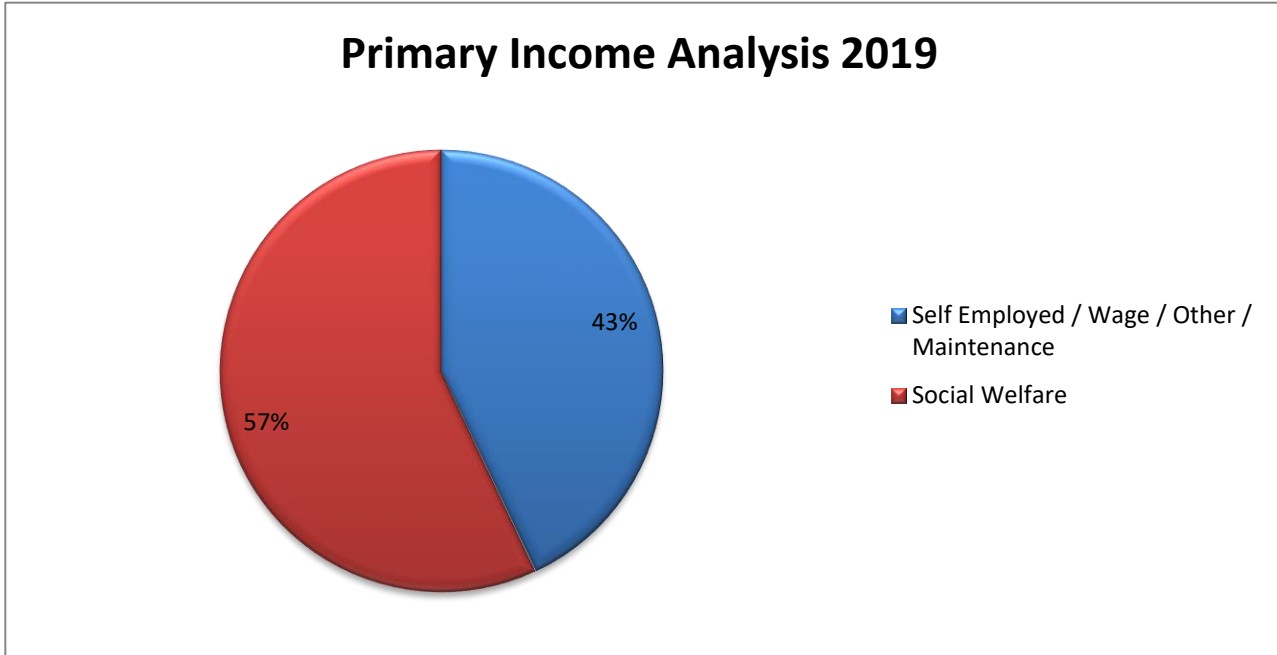
**New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)**

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	0	0			0
HAP	87	115			202
Homeless	10	12			22
Hostel	18	11			29
Mortgage	2410	2016			4426
Other	271	247			518
Owned	279	227			506
Rented Local Authority	616	578			1194
Rented Private	748	625			1373
Residential	7	7			14
Shared Ownership	15	24			39
Sheltered Housing	14	7			21
Social Housing Scheme	87	53			140
Tenant Purchase	4	4			8
With Family/Friends	156	132			288
With Parents	159	123			282
<b>Total</b>	<b>4881</b>	<b>4181</b>			<b>9062</b>



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

<b>New Client Primary Income</b>	<b>2019</b>
Self Employed / Wage / Other / Maintenance	3896
Social Welfare	5166
<b>Total</b>	<b>9062</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	1692	1309		
Utilities	616	588		
Credit Card	676	470		
Mortgage	2158	1414		
Hire Purchase Loan	172	140		
Money Lender	206	169		
Overdraft	179	146		
Rent	196	147		
Catalogue	82	67		
Fine	40	44		
Sub Prime	25	8		
Waste Charges	2	5		

**Trendline New Clients / Helpline Calls**

New Clients	New Clients	Helpline Calls
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	4278	6999
2018 Q2	3678	6907
2018 Q3	3828	6518
2018 Q4	4169	5868
2019 Q1	5521	7155
2019 Q2	4702	6382

