

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

2020 Q1

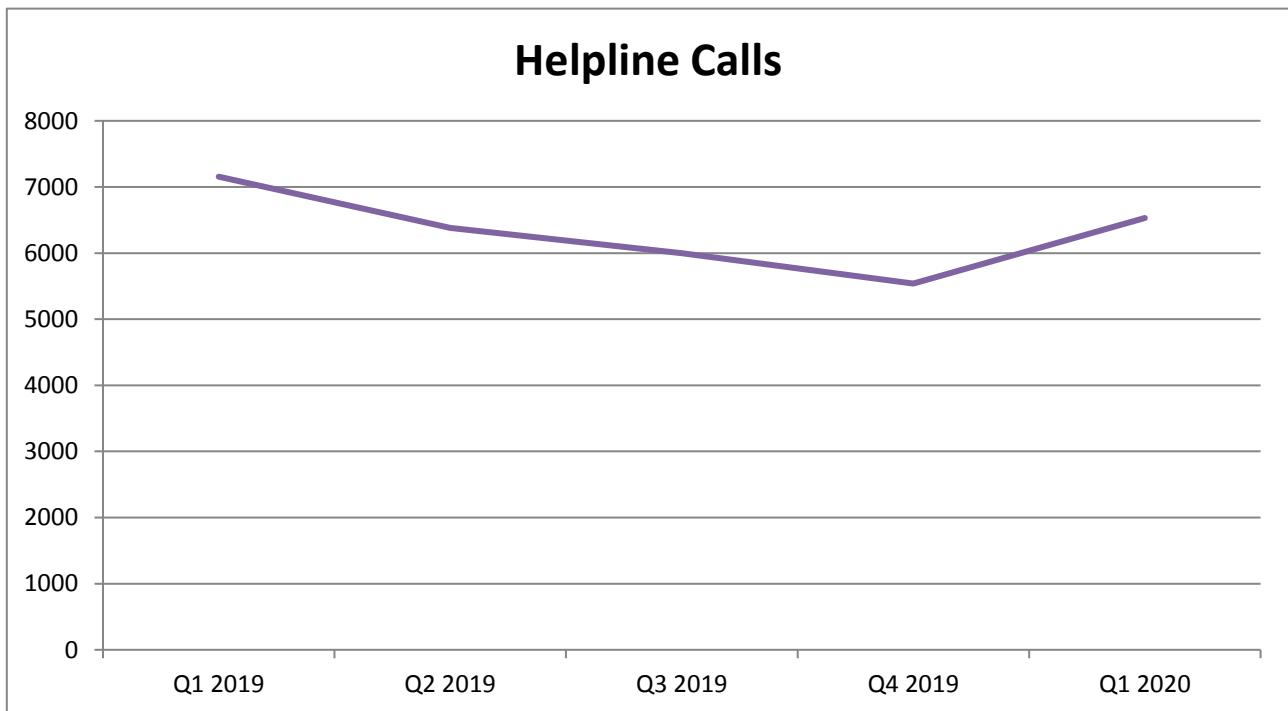
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account	348	0	0	0	348
Budget Negotiable	4641	0	0	0	4641
Information Only	31	0	0	0	31
Total	5020	0	0	0	5020

2019 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	47	61	39	55	202
Budget Negotiable	4799	4032	4200	3738	16769
Information Only	670	571	431	442	2114
Total	5516	4664	4670	4235	19085

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 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020
Helpline Calls	7155	6382	5999	5539	6531



¹ MABS Clients are divided into 3 Categories:

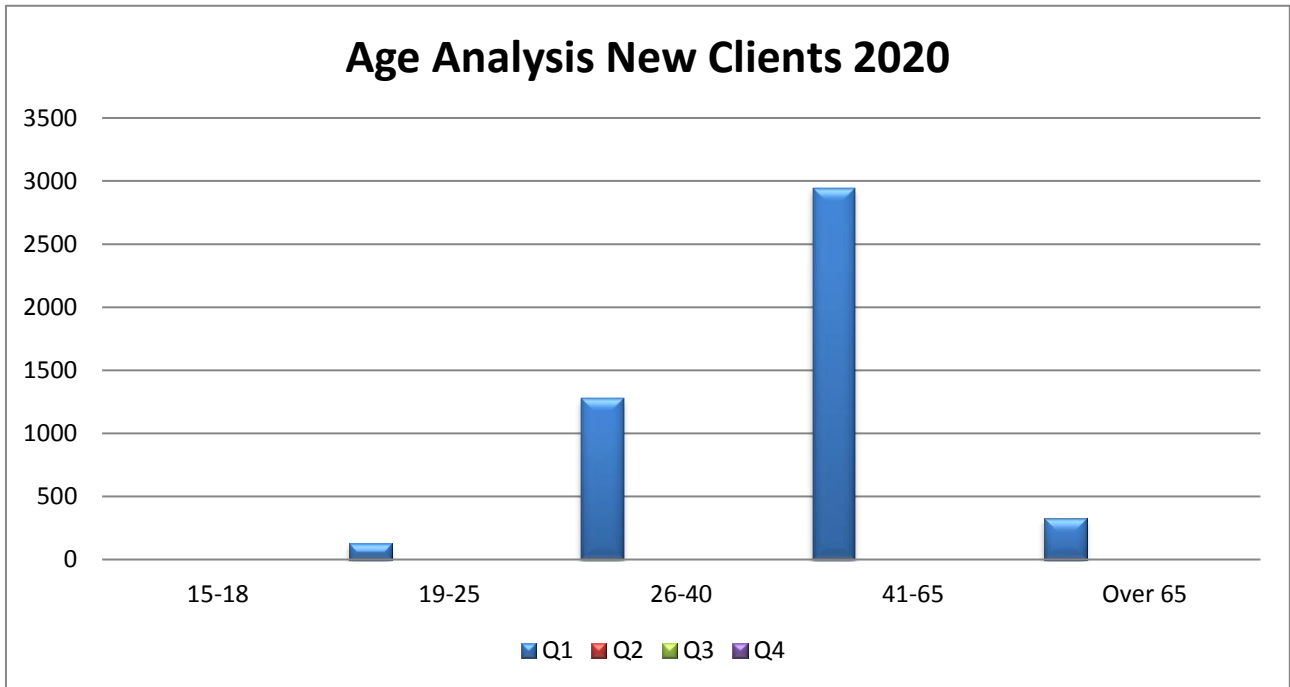
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

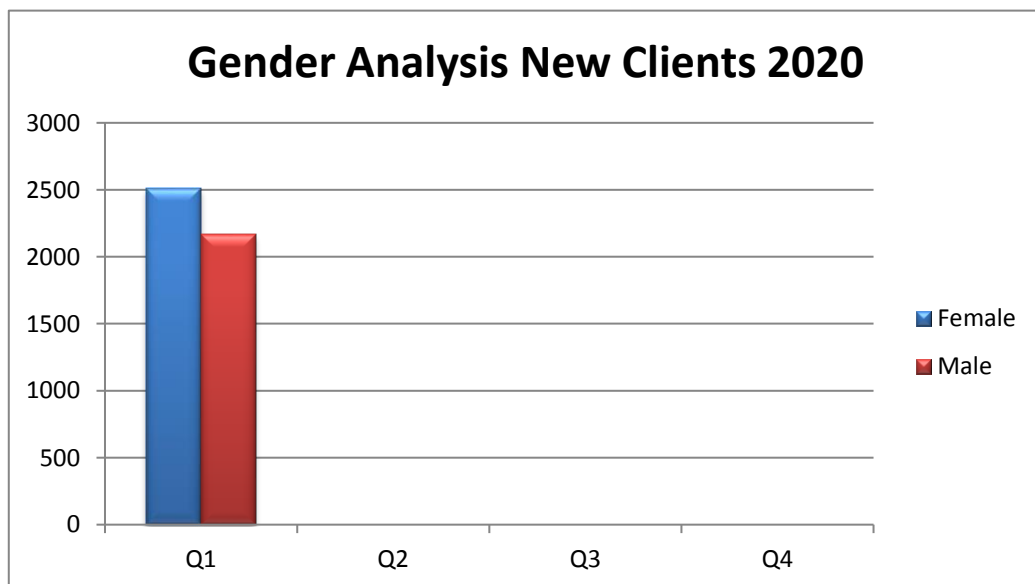
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total	
15-18		2	0	0	0	2
19-25		125	0	0	0	125
26-40		1275	0	0	0	1275
41-65		2945	0	0	0	2945
Over 65		325	0	0	0	325
Total		4672	0	0	0	4672



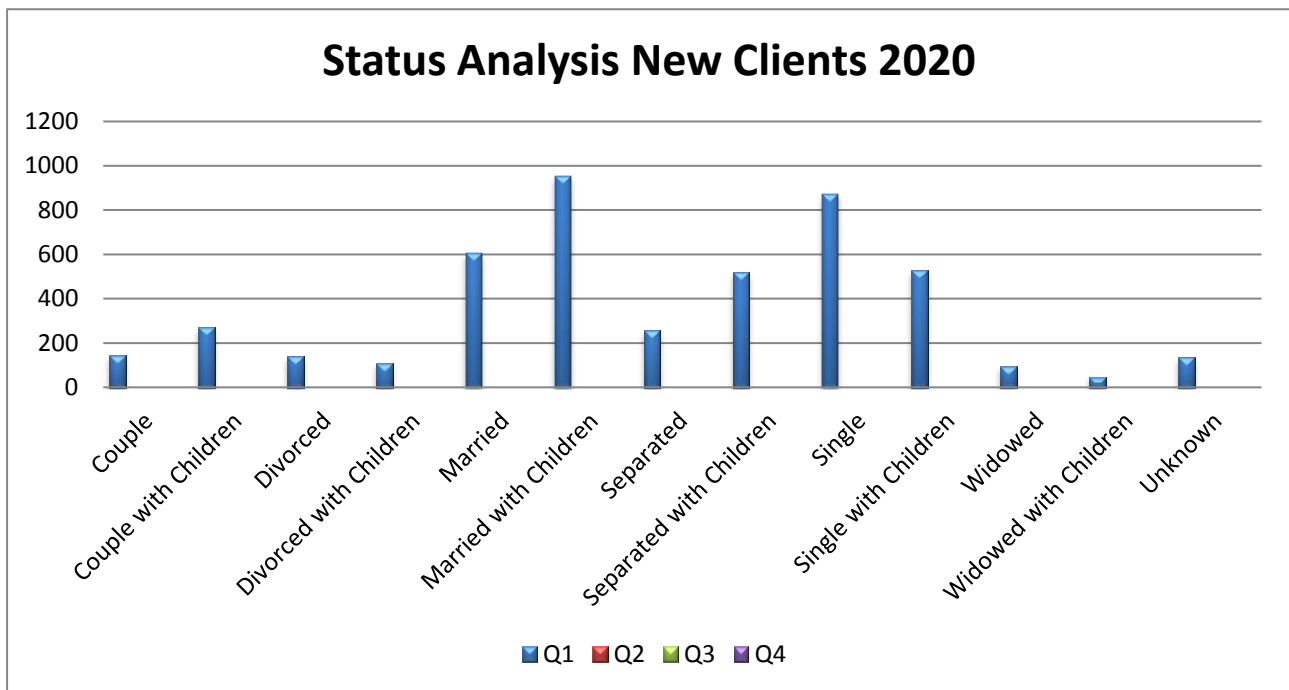
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	2508	0	0	0	2508
Male	2164	0	0	0	2164



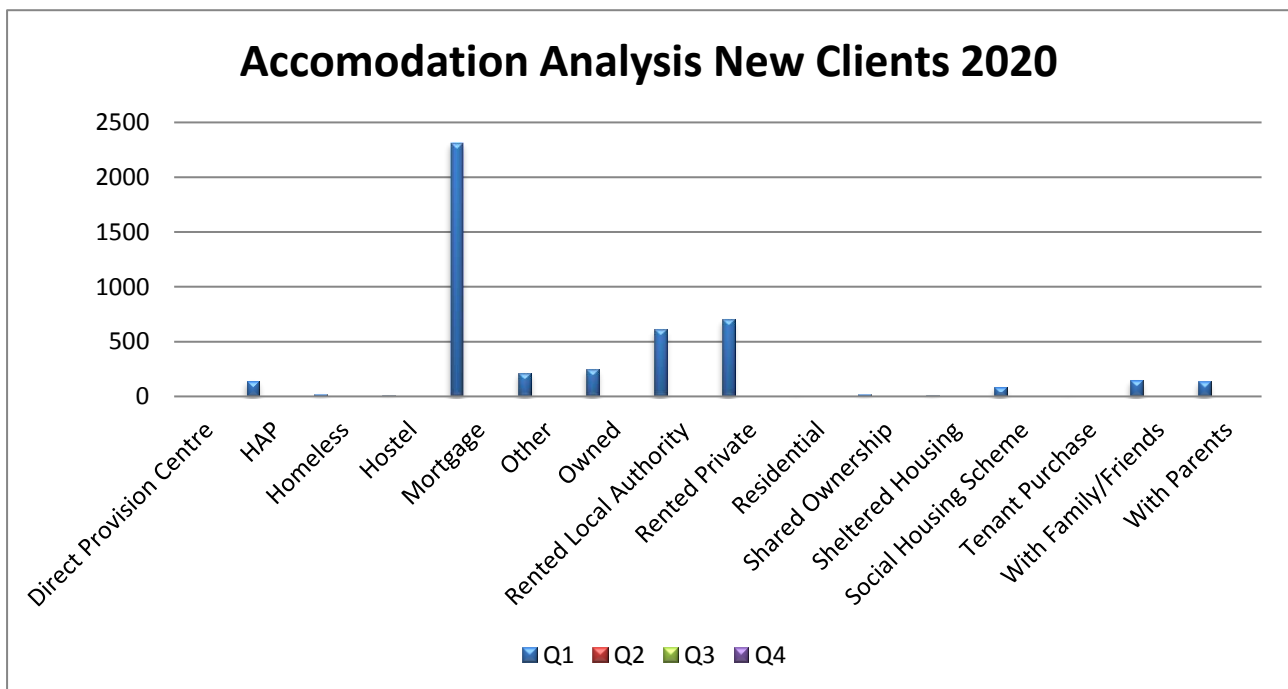
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	142	0	0	0	142
Couple with Children	270	0	0	0	270
Divorced	141	0	0	0	141
Divorced with Children	108	0	0	0	108
Married	603	0	0	0	603
Married with Children	954	0	0	0	954
Separated	257	0	0	0	257
Separated with Children	519	0	0	0	519
Single	873	0	0	0	873
Single with Children	527	0	0	0	527
Widowed	94	0	0	0	94
Widowed with Children	47	0	0	0	47
Unknown	137	0	0	0	137
Total	4672	0	0	0	4672



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

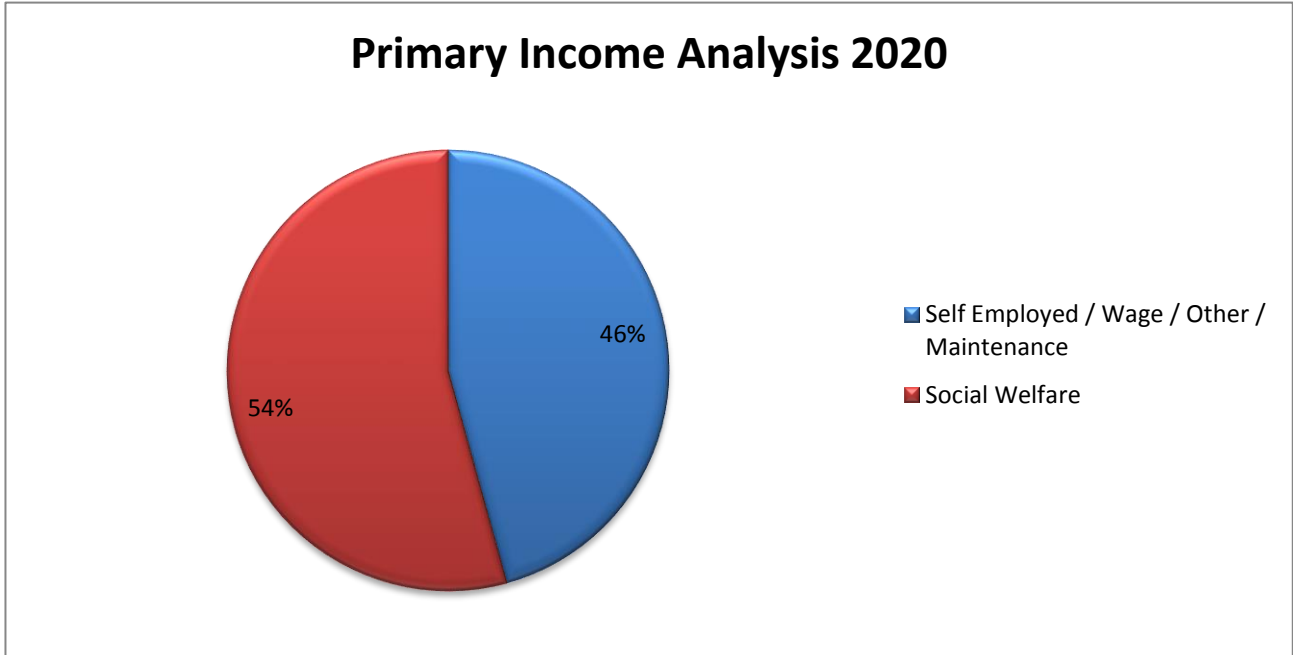
New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	1	0	0	0	1
HAP	139	0	0	0	139
Homeless	22	0	0	0	22
Hostel	11	0	0	0	11
Mortgage	2315	0	0	0	2315
Other	214	0	0	0	214
Owned	246	0	0	0	246
Rented Local Authority	612	0	0	0	612
Rented Private	703	0	0	0	703
Residential	4	0	0	0	4
Shared Ownership	20	0	0	0	20
Sheltered Housing	10	0	0	0	10
Social Housing Scheme	87	0	0	0	87
Tenant Purchase	3	0	0	0	3
With Family/Friends	149	0	0	0	149
With Parents	136	0	0	0	136
Total	4672	0	0	0	4672



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

New Client Primary Income	2020
Self Employed / Wage / Other / Maintenance	2136
Social Welfare	2536
Total	4672



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		1684		
Utilities		567		
Credit Card		712		
Mortgage		1675		
Hire Purchase Loan		186		
Money Lender		185		
Overdraft		199		
Rent		172		
Catalogue		65		
Fine		59		
Sub Prime		11		
Waste Charges		2		

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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	3669	5868
2019 Q1	4846	7155
2019 Q2	4093	6382
2019 Q3	4239	5999
2019 Q4	3793	5539
2020 Q1	4672	6531

