

2020 Q2

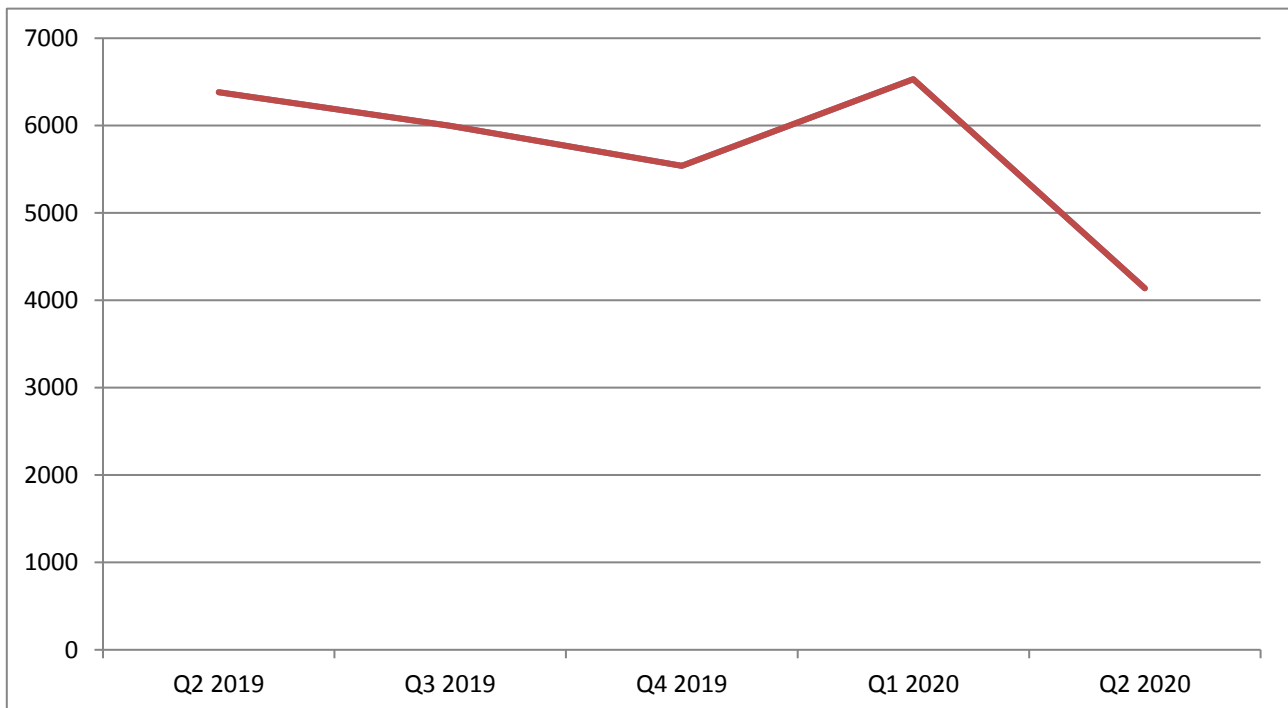
Scheme ¹	Q1	Q2	Q3	Q4	Total	
Special Account		27	14		41	
Budget Negotiable	4609		2356		6965	
Information Only	353		208		561	
Total	4989		2578	0	0	7567

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	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020
Helpline Calls	6382	5999	5539	6531	4138



¹ MABS Clients are divided into 3 Categories:

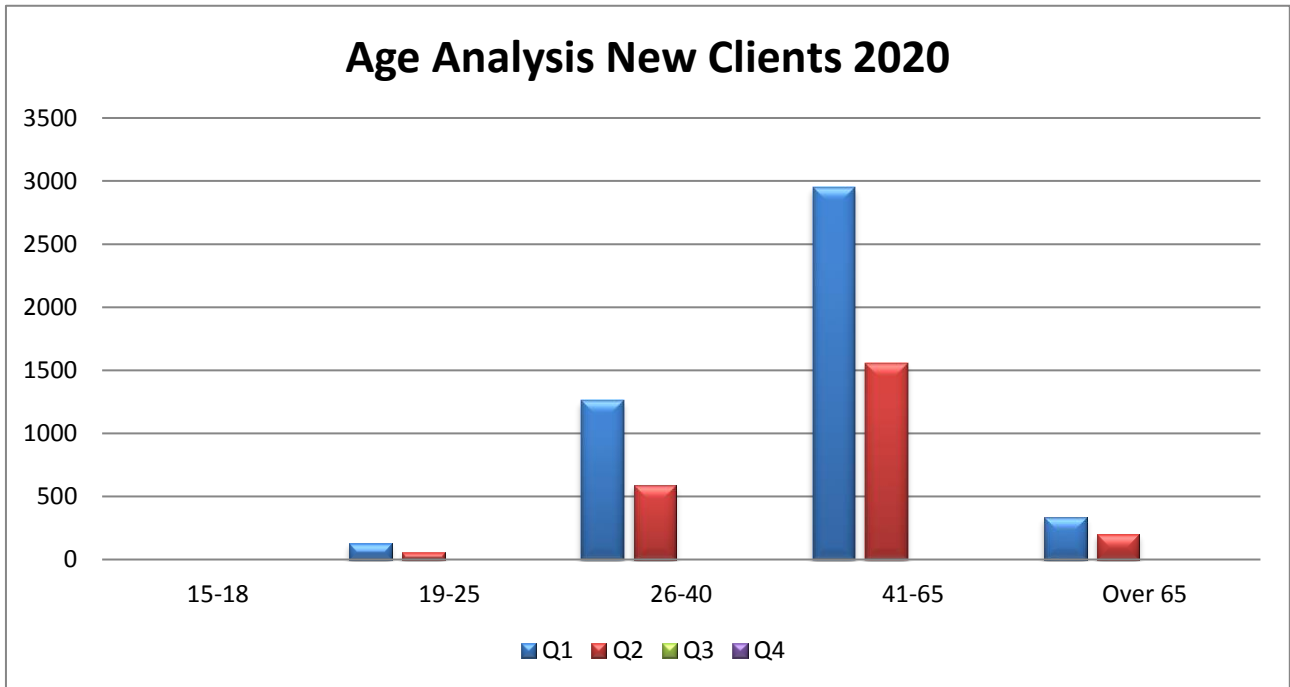
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

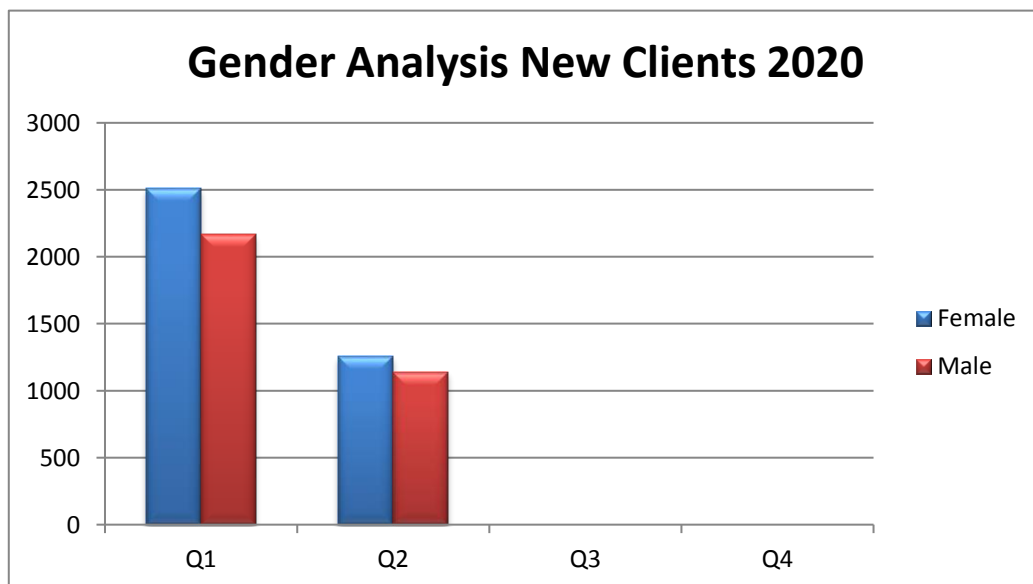
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total	
15-18		2	1	0	0	3
19-25		125	56	0	0	181
26-40		1260	585	0	0	1845
41-65		2949	1554	0	0	4503
Over 65		336	199	0	0	535
Total		4672	2395	0	0	7067



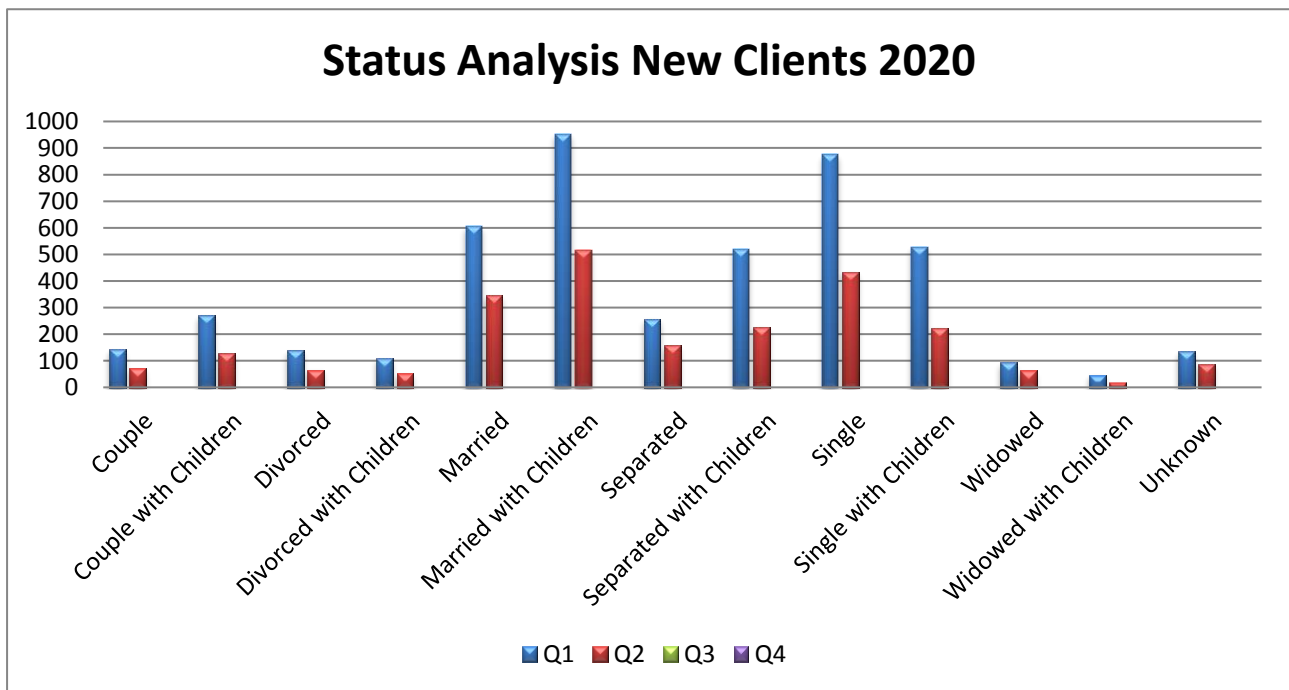
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	2508	1255	0	0	3763
Male	2164	1140	0	0	3304



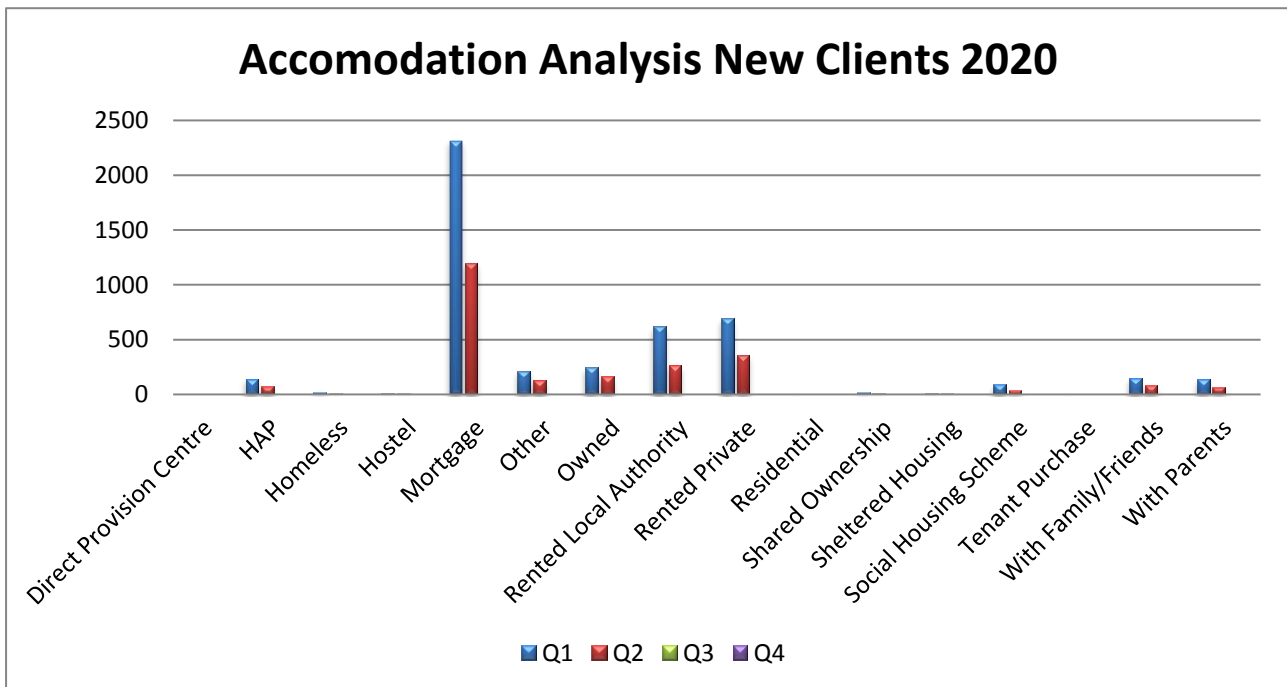
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	142	72	0	0	214
Couple with Children	271	130	0	0	401
Divorced	139	66	0	0	205
Divorced with Children	108	53	0	0	161
Married	604	346	0	0	950
Married with Children	952	515	0	0	1467
Separated	257	158	0	0	415
Separated with Children	521	227	0	0	748
Single	877	434	0	0	1311
Single with Children	527	224	0	0	751
Widowed	94	63	0	0	157
Widowed with Children	46	19	0	0	65
Unknown	134	88	0	0	222
Total	4672	2395	0	0	7067



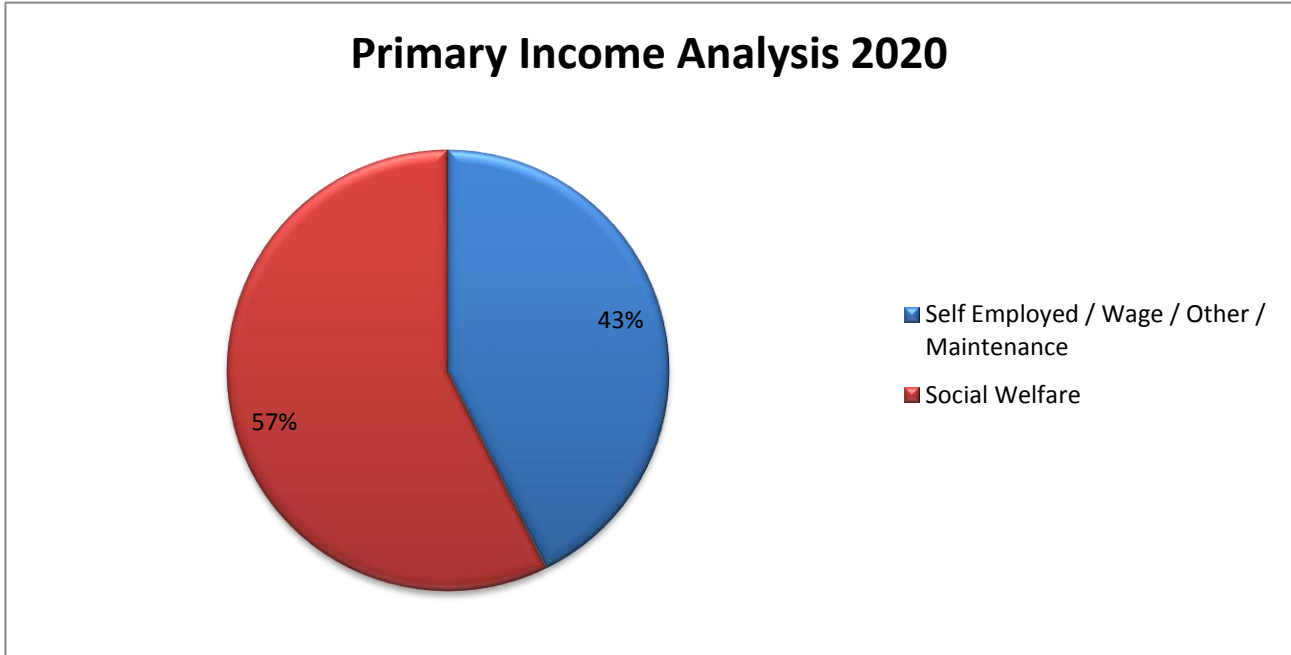
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	1	0	0	0	1
HAP	141	70	0	0	211
Homeless	22	7	0	0	29
Hostel	11	6	0	0	17
Mortgage	2312	1199	0	0	3511
Other	215	130	0	0	345
Owned	244	162	0	0	406
Rented Local Authority	620	264	0	0	884
Rented Private	694	360	0	0	1054
Residential	4	0	0	0	4
Shared Ownership	20	8	0	0	28
Sheltered Housing	9	6	0	0	15
Social Housing Scheme	89	38	0	0	127
Tenant Purchase	3	2	0	0	5
With Family/Friends	149	82	0	0	231
With Parents	138	61	0	0	199
Total	4672	2395	0	0	7067



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

New Client Primary Income	2020
Self Employed / Wage / Other / Maintenance	3014
Social Welfare	4053
Total	7067



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	461		
Utilities	567	156		
Credit Card	712	238		
Mortgage	1675	764		
Hire Purchase Loan	186	53		
Money Lender	185	72		
Overdraft	199	57		
Rent	172	69		
Catalogue	65	33		
Fine	59	13		
Sub Prime	11	4		
Waste Charges	2	0		

Trendline New Clients / Helpline Calls

New Clients	New Clients	Helpline Calls
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
2020 Q2	2395	4138

