



## Contacting MABS

**The Money Advice and Budgeting Service (MABS) is the only free independent and confidential Service for people who are in debt or at risk of getting into debt.**

### The MABS Website, [www.mabs.ie](http://www.mabs.ie)

Information and advice on all aspects of money management and dealing with debt is available on the MABS website [www.mabs.ie](http://www.mabs.ie). You can also ask a Money Adviser a question from the website.

### MABS Helpline 0761 07 2000

Information and immediate support on all aspects of money management and personal debt is available from the MABS Helpline. Callers can talk, in confidence, to a trained MABS Helpline Adviser on <sup>1</sup>0761 07 2000 (Monday to Friday 9am to 8pm.). The MABS Helpline can also provide free self-help materials tailored to the caller's particular situation. With the caller's consent, MABS Helpline Advisers can also 'call-back' to provide callers with additional support with budgeting, preparing a financial statement, or making contact with their creditors. In many cases the MABS Helpline can provide the help and support people need to start to address their financial situation. However, if a caller needs to avail of the 'face-to-face' service provided by a MABS Money Adviser, they will be directed to a local MABS office.

### 'Face-to-face' support – 51 MABS Services Nationwide

There are 51 MABS offices and outreach clinics nationwide (details of all offices below and also available on the MABS website [www.mabs.ie](http://www.mabs.ie)). Where needed, MABS staff can work with clients to develop a budget and a standard financial statement that can be sent to creditors. MABS works with clients in a holistic way to develop realistic and sustainable debt repayment plans and, where necessary and with the client's consent, MABS can negotiate with creditors directly.

MABS offices were unable to facilitate face to face in person appointments for much of 2020 because of the COVID 19 Pandemic and associated restrictions but offices continued to be available for telephone support and virtual appointments.

### Urgent cases

Any client with an urgent financial problem (such as a threatened disconnection, legal proceedings for repossession, a threatened eviction, etc.) should contact the local MABS office by telephone and should explain their situation clearly. MABS will assess the situation and always endeavours to prioritise urgent cases.

### Making an appointment with a local MABS

MABS operate an appointment scheduling system and this means that in some cases clients may have to wait a number of weeks for the next available appointment (see below). During the Covid 19 Pandemic MABS offices are unable to facilitate face to face in person appointments while under public health restriction level 3, 4 and 5.

While waiting for an appointment, clients can use MABS free self-help materials to take holding action and to begin the process of assessing their situation. The MABS Helpline can also support clients while they are awaiting their first appointment with a MABS Money Adviser.

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<sup>1</sup> For the cost of a local call, call costs from mobiles may vary, however the MABS Helpline will call mobile callers back, if callers are concerned about the cost of the call.

Table 1: Service contact details and average waiting time for first appointment by Service (Information correct at 31 March 2020).

## Client Waiting Times & Numbers at 31 March 2020

Regions	Company	Waiting Time Average Weeks	Number awaiting first appointment	Contact Phone
<b>DUBLIN SOUTH MABS</b>	*Clondalkin			0761 07 2270
	Ballyfermot	2.6	3	0761 07 2110 Cherry Orchard 0761 07 2800 Ballyfermot
	Crumlin	2.6	1	0761 07 2500
	Lombard St	1.6	-	0761 07 2520
	Dun Laoghaire	2.0	8	0761 07 2530
	Dundrum	2.2	7	0761 07 2310
	*Francis St			0761 07 2350
	Tallaght	1.4	-	0761 07 2370
<b>NORTH CONNACHT &amp; ULSTER MABS</b>	Cavan	0.8	-	0761 07 2410
	*Donegal North			0761 07 2460 Letterkenny 0761 07 2470 Buncrana
	Donegal South	3.4	1	0761 07 2480
	Donegal West	0.4	-	0761 07 2650
	Leitrim	1.0	3	0761 07 2630
	Monaghan	0.8	-	0761 07 2690
	Sligo	1.4	2	0761 07 2730
<b>NORTH DUBLIN MABS</b>	Ballymun	2.2	1	0761 07 2150
	*Blanchardstown			0761 07 2330
	Coolock	3.2	7	0761 07 2290
	Dorset St	1.0	1	0761 07 2510
	Finglas	1.8	-	0761 07 2170
	Swords	2.8	7	0761 07 2550
<b>NORTH LEINSTER MABS</b>	Athlone	0.6	-	0761 07 2400
	Drogheda	2.2	2	0761 07 2490
	Dundalk	1.2	1	0761 07 2540
	Kildare	2.0	6	0761 07 2590 Kilcock 0761 07 2600 Newbridge
	Longford	17.6	1	0761 07 2640
	Meath	0.6	-	0761 07 2680
	Mullingar	1.4	10	0761 07 2700
<b>NORTH MUNSTER MABS</b>	Clare	1.0	2	0761 07 2430 Ennis 0761 07 2790 Shannon
	Limerick	1.8	3	0761 07 2210
	Tipperary North	0.8	2	0761 07 2740 Thurles 0761 07 2760 Nenagh
	Tipperary South	0.8	1	0761 07 2130 Tipperary Town

				0761 07 2750 Clonmel
	<b>Waterford</b>	1.2	6	0761 07 2050
	<b>Waterford West</b>	0.8	-	0761 07 2770
<b>SOUTH CONNACHT MABS</b>	<b>Galway North</b>	1.4	3	0761 07 2560
	<b>*Galway South</b>			0761 07 2570 Galway South 0761 07 2580 Loughrea
	<b>Mayo North</b>	3.6	5	0761 07 2660
	<b>Mayo South</b>	2.8	1	0761 07 2670
	<b>Roscommon</b>	1.8	-	0761 07 2720
<b>SOUTH LEINSTER MABS</b>	<b>Arklow</b>	2.4	15	0761 07 2390
	<b>Bray</b>	0.4	1	0761 07 2250
	<b>*Carlow</b>			0761 07 2070
	<b>Kilkenny</b>	3.8	23	0761 07 2610
	<b>Laois</b>	1.2	3	0761 07 2620
	<b>Offaly</b>	2.6	6	0761 07 2710
	<b>Wexford</b>	1.8	3	0761 07 2780
<b>SOUTH MUNSTER MABS</b>	<b>Charleville</b>	0.6	-	0761 07 2420
	<b>Cork City</b>	0.8	-	0761 07 2090
	<b>Cork North</b>	1.2	1	0761 07 2440
	<b>Cork West</b>	2.4	6	0761 07 2450 Dunmanway
	<b>Kerry</b>	1.2	3	0761 07 2190

\*Waiting Times for these services were not available at time of publication.

478 Emergency Clients were seen this quarter without any waiting period (185 in January, 205 in February and 88 in March).