



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

Information and advice on all aspects of money management and dealing with debt is available on the MABS website 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 ¹0761 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). 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.

¹ 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 December 2020).

Client Waiting Times & Numbers at 31 December 2020

| Regions | Company | Waiting Time Average Weeks | Number awaiting first appointment | Contact Phone |
|---|-----------------|----------------------------|-----------------------------------|---|
| DUBLIN SOUTH MABS | Clondalkin | 0.8 | 6 | 0761 07 2270 |
| | Ballyfermot | 0.2 | - | 0761 07 2110 Cherry Orchard 0761 07 2800 Ballyfermot |
| | Crumlin | 0.4 | - | 0761 07 2500 |
| | Lombard St | 0.0 | - | 0761 07 2520 |
| | Dun Laoghaire | 1.4 | 1 | 0761 07 2530 |
| | Dundrum | 0.0 | - | 0761 07 2310 |
| | Francis St | 0.4 | 2 | 0761 07 2350 |
| | Tallaght | 0.0 | - | 0761 07 2370 |
| NORTH CONNACHT & ULSTER MABS | Cavan | 1.0 | 1 | 0761 07 2410 |
| | Donegal North | 1.0 | 1 | 0761 07 2460 Letterkenny 0761 07 2470 Buncrana |
| | Donegal South | 2.0 | 2 | 0761 07 2480 |
| | Donegal West | 0.0 | - | 0761 07 2650 |
| | Leitrim | 0.8 | 5 | 0761 07 2630 |
| | Monaghan | 2.0 | 2 | 0761 07 2690 |
| | *Sligo | | | 0761 07 2730 |
| NORTH DUBLIN MABS | Ballymun | 1.2 | 1 | 0761 07 2150 |
| | Blanchardstown | 3.8 | 13 | 0761 07 2330 |
| | Coolock | 2.2 | 4 | 0761 07 2290 |
| | Dorset St | 1.2 | 3 | 0761 07 2510 |
| | Finglas | 1.2 | - | 0761 07 2170 |
| | Swords | 1.4 | 7 | 0761 07 2550 |
| NORTH LEINSTER MABS | Athlone | 0.0 | - | 0761 07 2400 |
| | Drogheda | 1.0 | 1 | 0761 07 2490 |
| | Dundalk | 1.2 | - | 0761 07 2540 |
| | Kildare | 1.6 | - | 0761 07 2590 Kilcock 0761 07 2600 Newbridge |
| | Longford | 0.6 | - | 0761 07 2640 |
| | Meath | 0.4 | 1 | 0761 07 2680 |
| | *Mullingar | | | 0761 07 2700 |
| NORTH MUNSTER MABS | Clare | 0.2 | - | 0761 07 2430 Ennis 0761 07 2790 Shannon |
| | Limerick | 2.0 | 4 | 0761 07 2210 |
| | Tipperary North | 0.2 | - | 0761 07 2740 Thurles 0761 07 2760 Nenagh |
| | Tipperary South | 0.2 | - | 0761 07 2130 Tipperary Town |

| | | | | |
|--------------------------------|---------------------------------------|-----|---|--|
| | | | | 0761 07 2750 Clonmel |
| | Waterford + Waterford West | 5.0 | 1 | 0761 07 2050 0761 07 2770 |
| SOUTH CONNACHT MABS | Galway North | 1.0 | 4 | 0761 07 2560 |
| | *Galway South | | | 0761 07 2570 Galway South 0761 07 2580 Loughrea |
| | Mayo North | 0.8 | - | 0761 07 2660 |
| | Mayo South | 2.6 | 2 | 0761 07 2670 |
| | Roscommon | 0.4 | - | 0761 07 2720 |
| SOUTH LEINSTER MABS | Arklow | 2.4 | 4 | 0761 07 2390 |
| | Bray | 0.2 | - | 0761 07 2250 |
| | Carlow | 0.4 | - | 0761 07 2070 |
| | Kilkenny | 0.0 | - | 0761 07 2610 |
| | Laois | 0.6 | 2 | 0761 07 2620 |
| | Offaly | 0.2 | 1 | 0761 07 2710 |
| | Wexford | 0.0 | - | 0761 07 2780 |
| SOUTH MUNSTER MABS | Charleville | 1.2 | - | 0761 07 2420 |
| | Cork City | 0.4 | 3 | 0761 07 2090 |
| | Cork North | 0.6 | - | 0761 07 2440 |
| | Cork West | 1.2 | 2 | 0761 07 2450 Dunmanway |
| | *Kerry | | | 0761 07 2190 |

255 Emergency Clients were seen this quarter without any waiting period (132 in October, 69 in November, 54 in December).

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