

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

2021 Q1

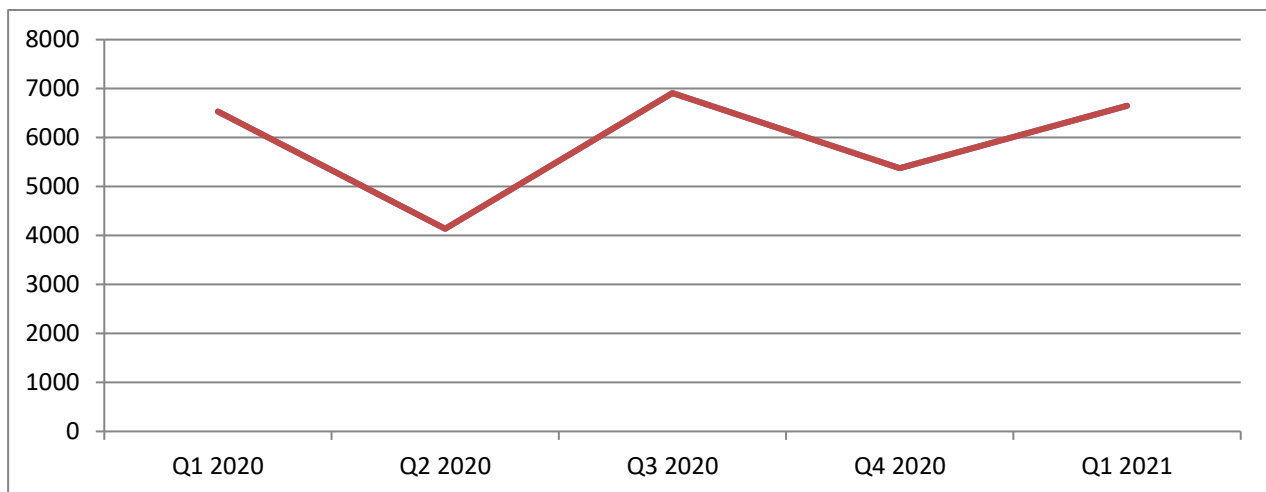
Scheme ¹	Q1	Q2	Q3	Q4	Total	
Active Monitoring		156			156	
Special Account		11			11	
Budget Negotiable		3136			3136	
DRN		36			36	
Information Only		180			180	
Total	3519		0	0	0	3519

2020 Scheme Data	Q1	Q2	Q3	Q4	Total	
Active Monitoring		312	192	316	143	963
Special Account		20	13	12	11	56
Budget Negotiable		4305	2164	3157	2701	12327
DRN		46	23	34	31	134
Information Only		337	206	275	222	1040
Total	5020	2598	3794	3108	14520	

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 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021
Helpline Calls	6531	4138	6909	5373	6648



¹ MABS Clients are divided into 5 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.

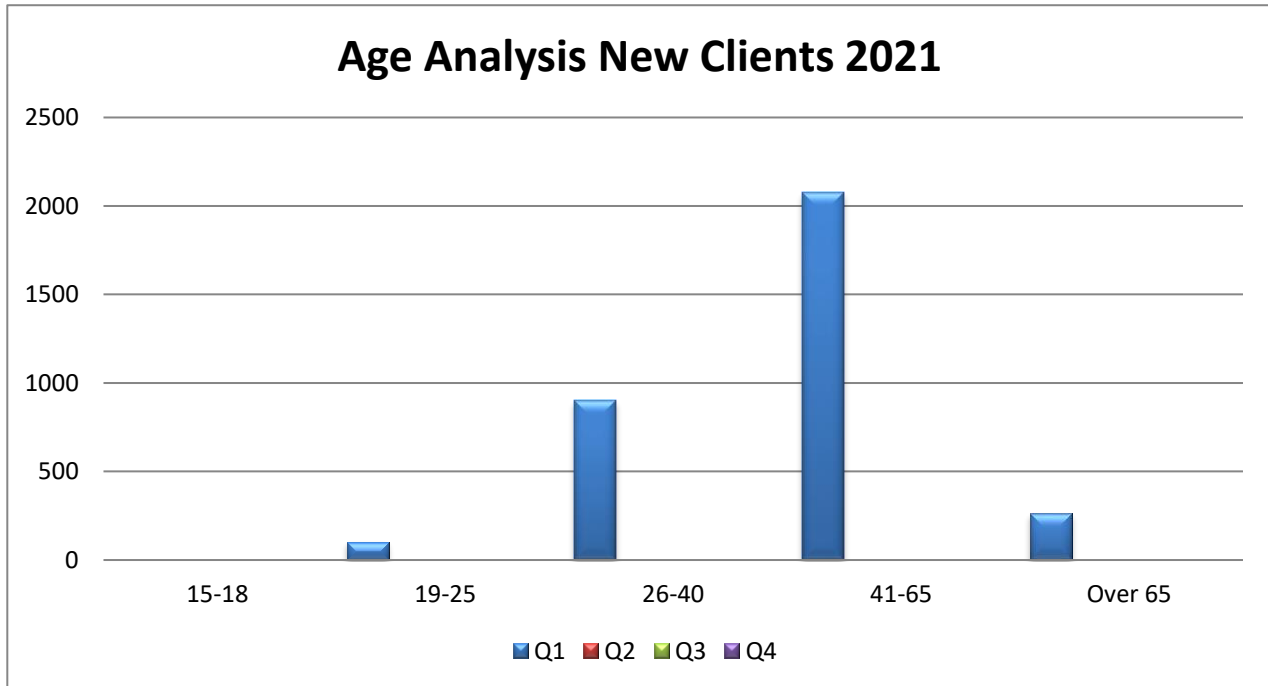
DRN - MABS cases eligible for DRN

Active Monitoring - MABS cases that cannot be discharged, but don't need to be worked actively

Queries should be directed to Evelyn Lee Tel: 0761079000 / E-mail: Evelyn.Lee@ciboard.ie

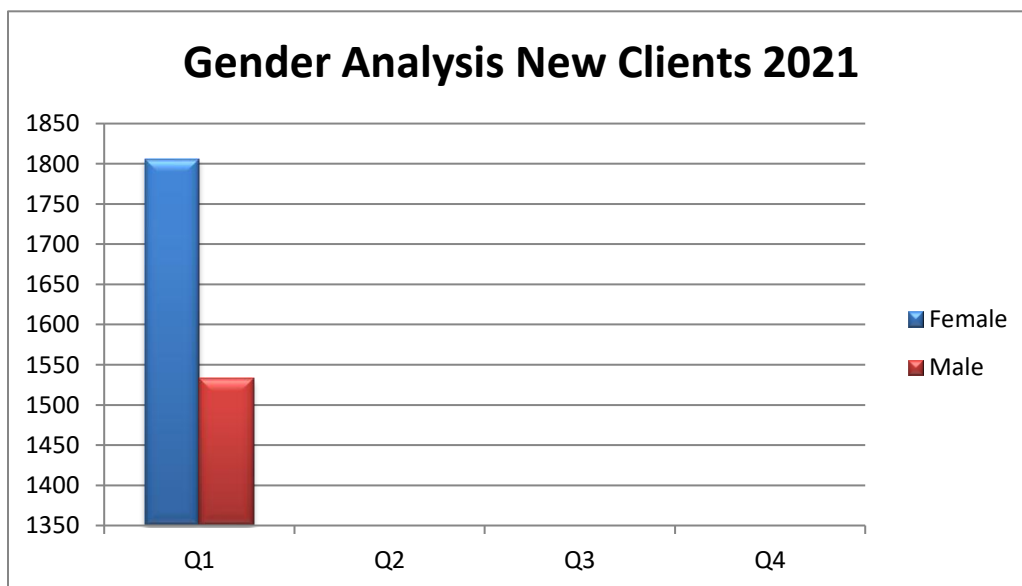
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		1			1
19-25		102			102
26-40		900			900
41-65		2075			2075
Over 65		261			261
Total	3339	0	0	0	3339



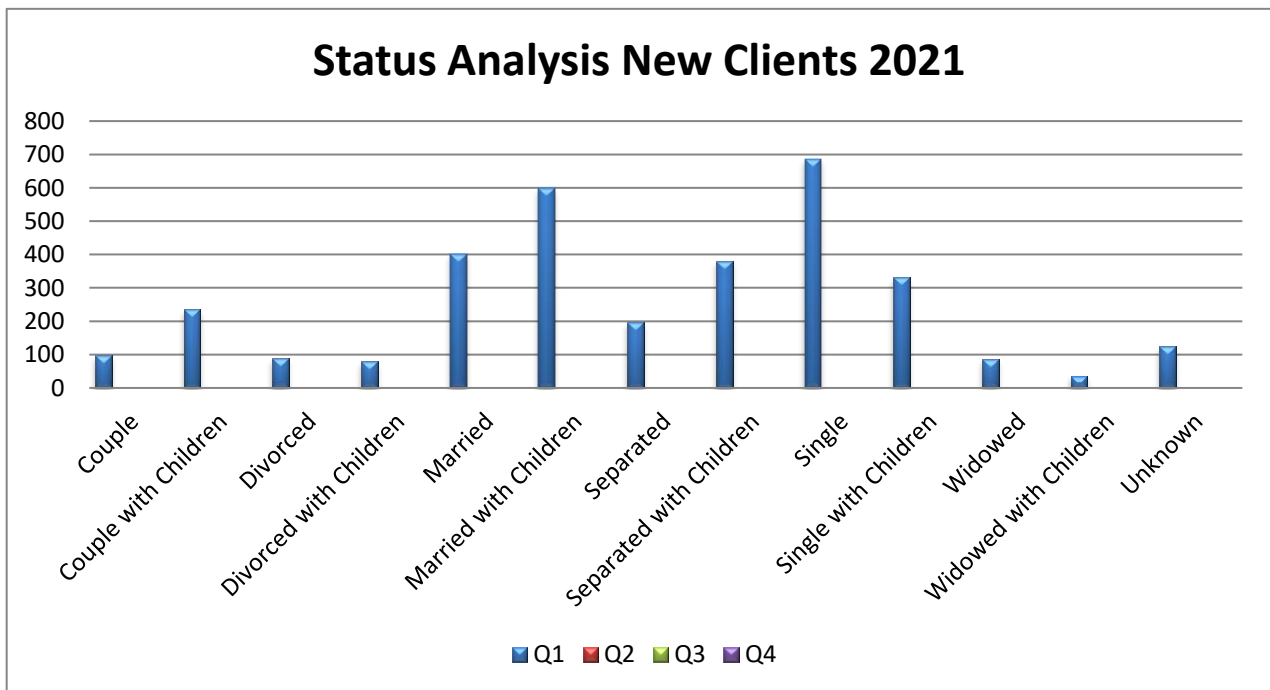
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	1806	0	0	0	1806
Male	1533	0	0	0	1533



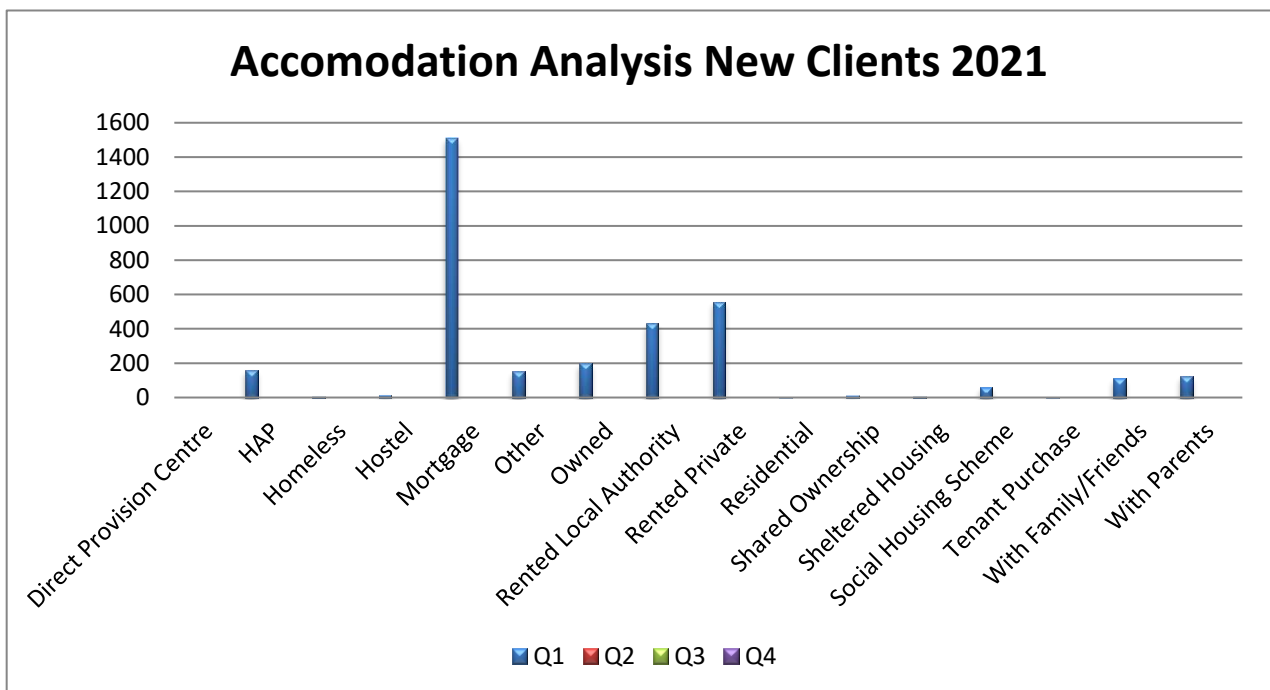
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	97				97
Couple with Children	236				236
Divorced	88				88
Divorced with Children	79				79
Married	402				402
Married with Children	598				598
Separated	195				195
Separated with Children	380				380
Single	687				687
Single with Children	332				332
Widowed	86				86
Widowed with Children	36				36
Unknown	123				123
Total	3339	0	0	0	3339



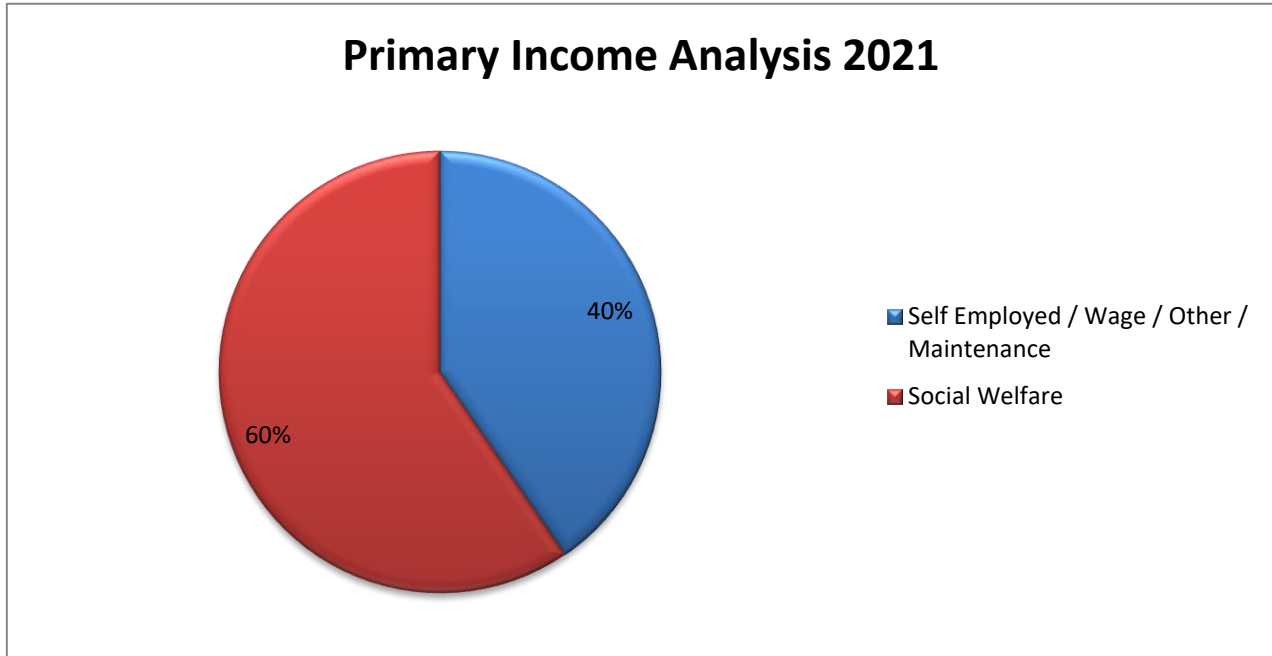
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	1				1
HAP	157				157
Homeless	7				7
Hostel	16				16
Mortgage	1511				1511
Other	152				152
Owned	199				199
Rented Local Authority	429				429
Rented Private	555				555
Residential	2				2
Shared Ownership	10				10
Sheltered Housing	6				6
Social Housing Scheme	60				60
Tenant Purchase	3				3
With Family/Friends	109				109
With Parents	122				122
Total	3339	0	0	0	3339



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

New Client Primary Income	2021
Self Employed / Wage / Other / Maintenance	1350
Social Welfare	1989
Total	3339



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		1040		
Utilities		361		
Credit Card		390		
Mortgage		1095		
Hire Purchase Loan		133		
Money Lender		120		
Overdraft		101		
Rent		219		
Catalogue		44		
Fine		28		
Sub Prime		7		
Waste Charges		1		

Trendline New Clients / Helpline Calls

New Clients	New Clients	Helpline Calls
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	4676	6531
2020 Q2	2392	4138
2020 Q3	3527	6909
2020 Q4	3519	5373
2021 Q1	3339	6648

