

## 2021 Q2

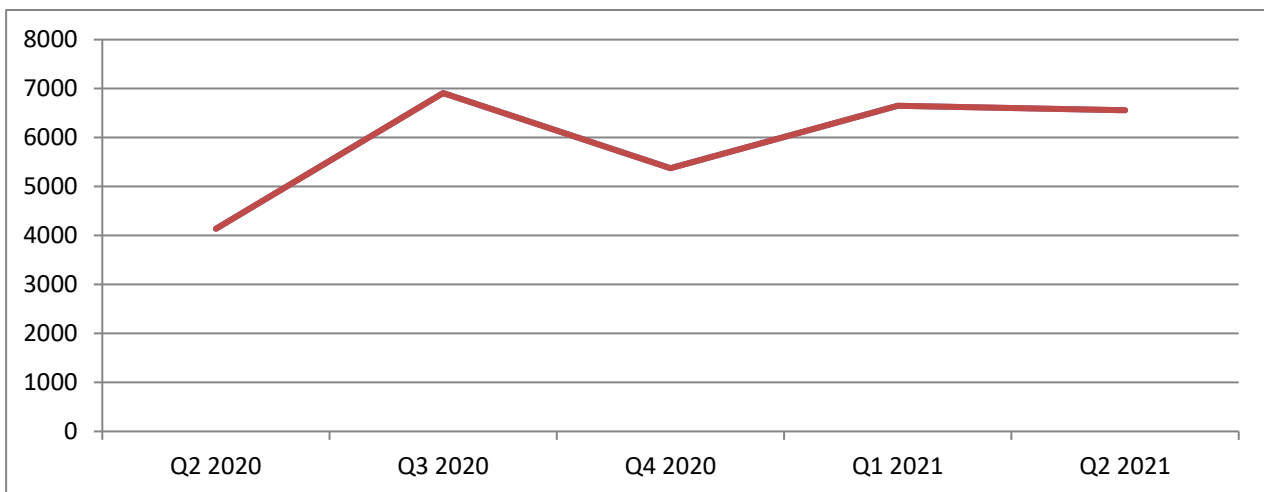
Scheme <sup>1</sup>	Q1	Q2	Q3	Q4	Total	
Active Monitoring		258	208		466	
Special Account		9	6		15	
Budget Negotiable		2996	3148		6144	
DRN		47	66		113	
Information Only		182	160		342	
Total		3492	3588	0	0	7080

2020 Scheme Data	Q1	Q2	Q3	Q4	Total	
Active Monitorin		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](mailto:Helpline@mabs.ie)

Helpline	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021
Helpline Calls	4138	6909	5373	6648	6559



<sup>1</sup> 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.

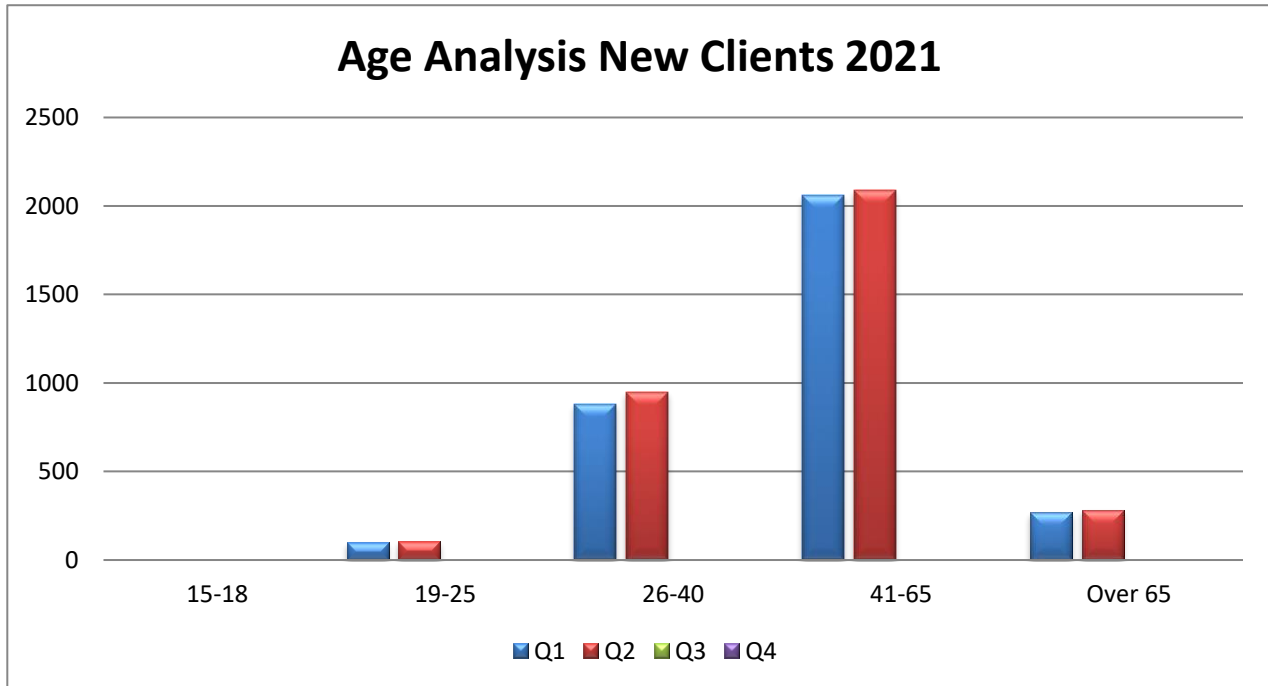
Information Only - MABS cases that do not require negotiation or the use of Special Account.

DRN - MABS cases eligible for DRN

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

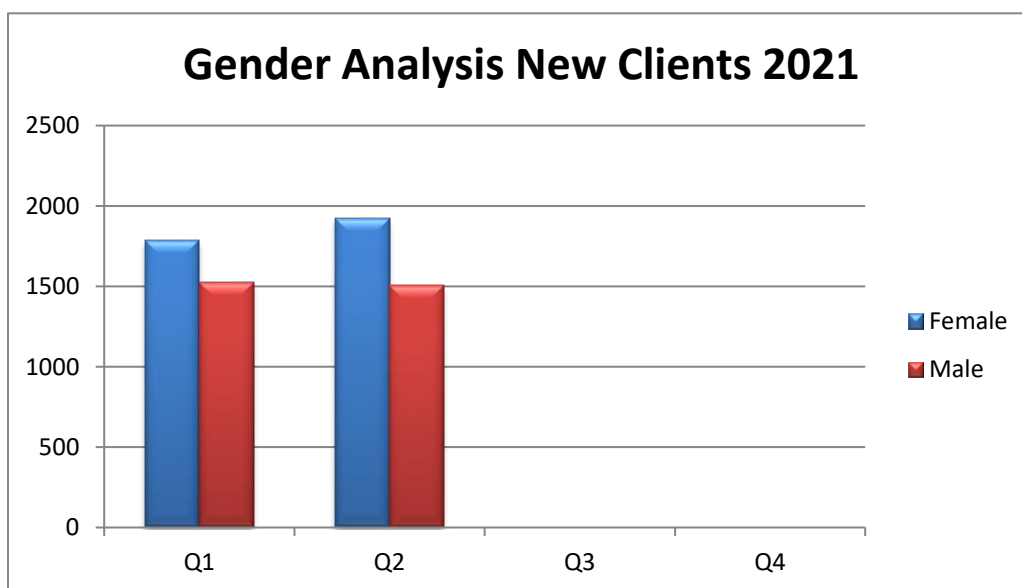
**New Client Age Analysis (Budget Negotiable & Special Account Clients Only)**

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		1	1		2
19-25		98	103		201
26-40		882	951		1833
41-65		2061	2090		4151
Over 65		268	283		551
Total	3310	3428	0	0	6738



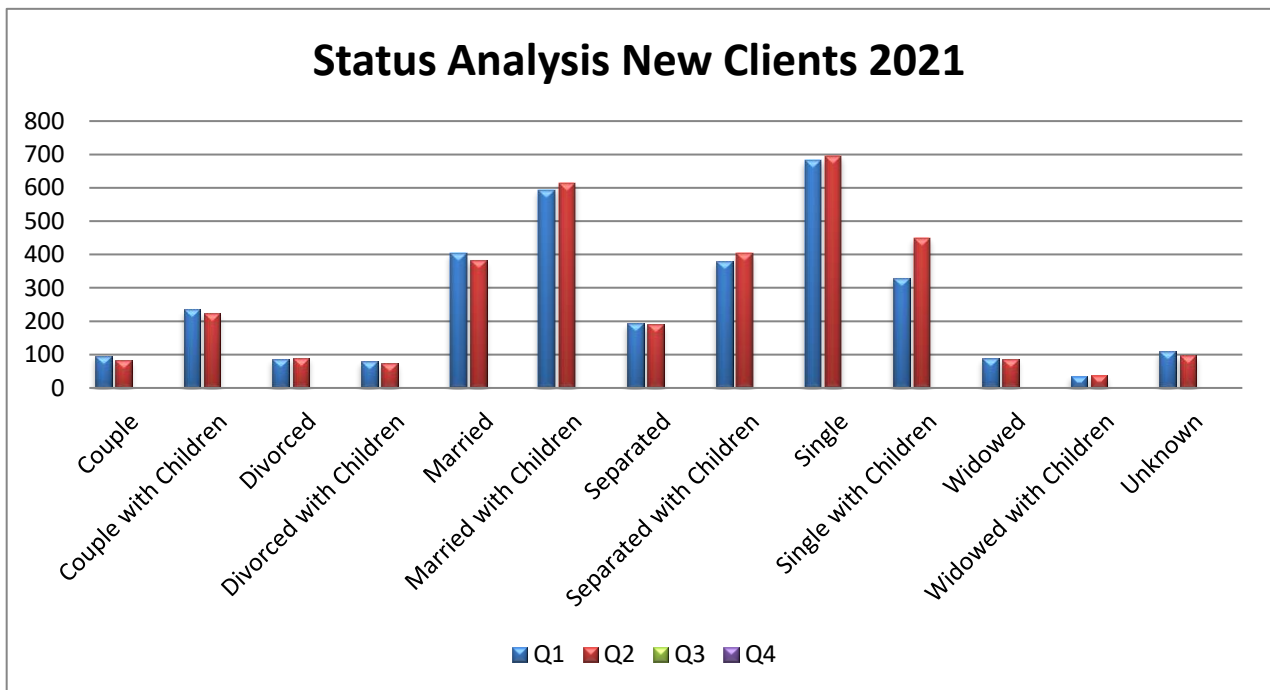
**New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)**

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	1783	1920	0	0	3703
Male	1527	1508	0	0	3035



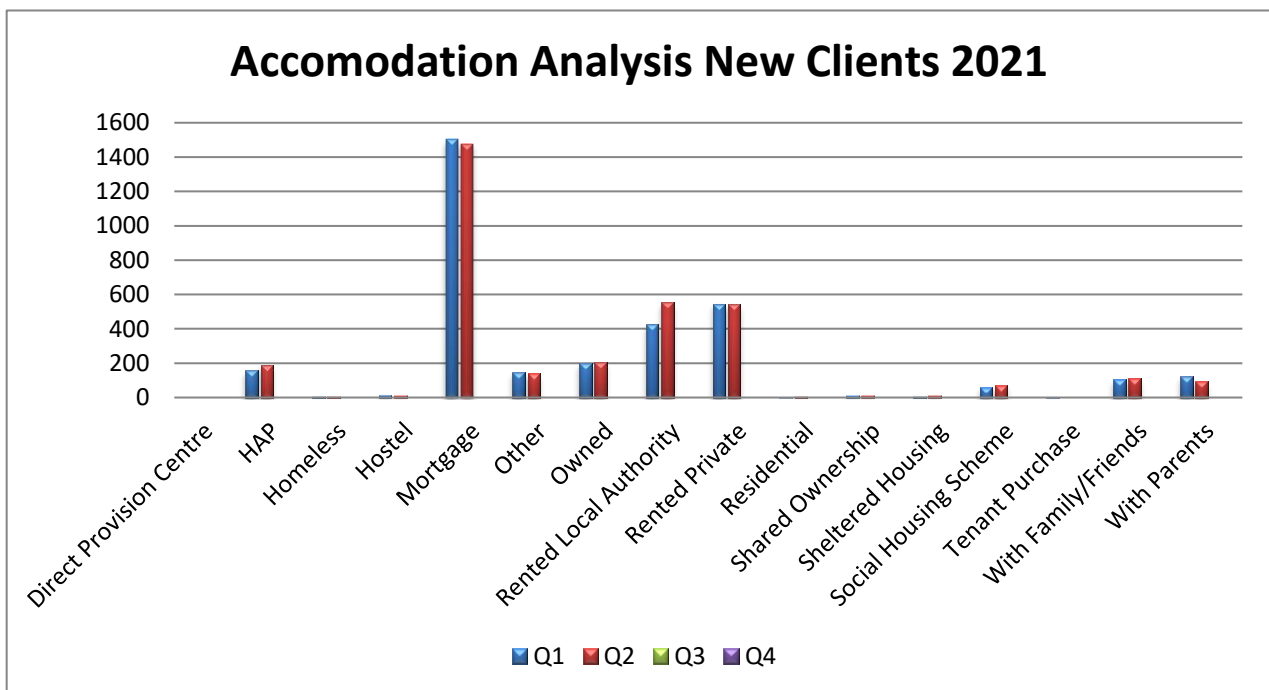
**New Client Status Analysis (Budget Negotiable & Special Account Clients Only)**

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	96	83			179
Couple with Children	235	223			458
Divorced	86	90			176
Divorced with Children	79	74			153
Married	403	383			786
Married with Children	593	615			1208
Separated	193	190			383
Separated with Children	379	403			782
Single	684	695			1379
Single with Children	329	450			779
Widowed	88	87			175
Widowed with Children	35	38			73
Unknown	110	97			207
<b>Total</b>	<b>3310</b>	<b>3428</b>	<b>0</b>	<b>0</b>	<b>6738</b>



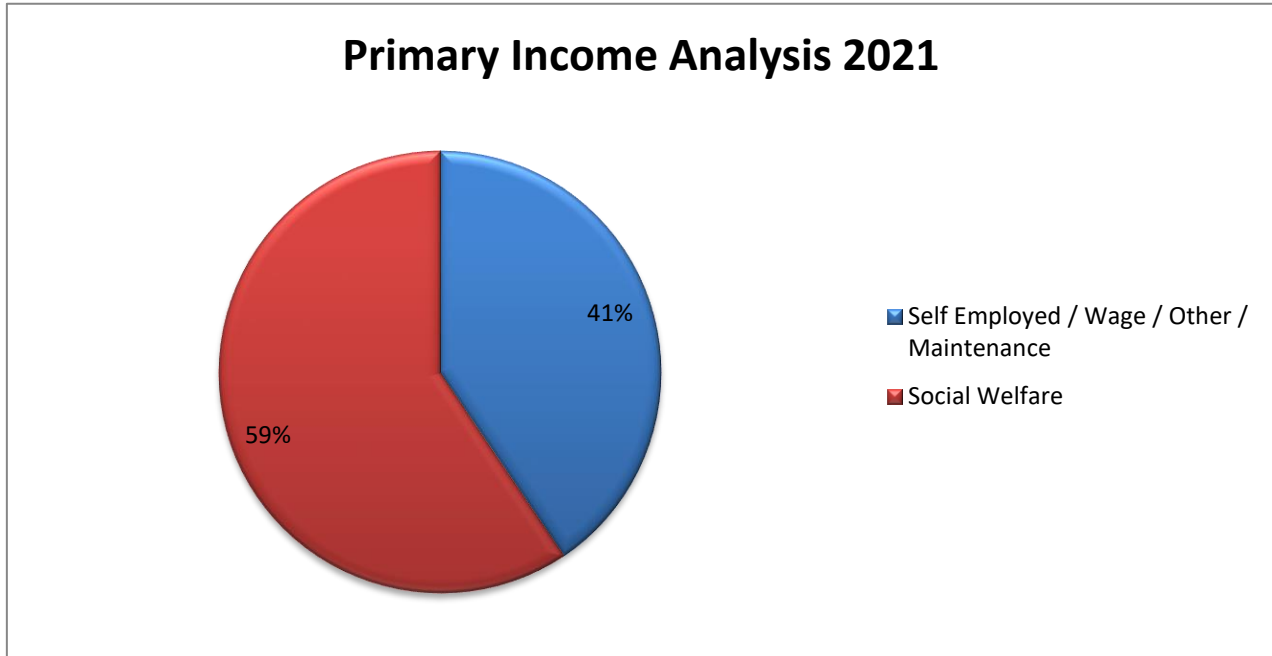
**New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)**

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	1	1			2
HAP	158	190			348
Homeless	7	7			14
Hostel	16	10			26
Mortgage	1504	1476			2980
Other	146	138			284
Owned	200	204			404
Rented Local Authority	424	552			976
Rented Private	544	542			1086
Residential	2	7			9
Shared Ownership	10	10			20
Sheltered Housing	6	11			17
Social Housing Scheme	60	72			132
Tenant Purchase	3	1			4
With Family/Friends	106	111			217
With Parents	123	96			219
<b>Total</b>	<b>3310</b>	<b>3428</b>	<b>0</b>	<b>0</b>	<b>6738</b>



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

<b>New Client Primary Income</b>	<b>2021</b>
Self Employed / Wage / Other / Maintenance	2733
Social Welfare	4005
<b>Total</b>	<b>6738</b>



**New Client Debt Count (Budget Negotiable & Special Account Clients Only)**

\*Debts may not be recorded for all clients

<b>Active Debt Types</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Personal Loans with Financial Institutions	1040	994		
Utilities	361	468		
Credit Card	390	362		
Mortgage	1095	1164		
Hire Purchase Loan	133	140		
Money Lender	120	117		
Overdraft	101	102		
Rent	219	294		
Catalogue	44	69		
Fine	28	45		
Sub Prime	7	2		
Waste Charges	1	2		

**Trendline New Clients / Helpline Calls**

New Clients	New Clients	Helpline Calls
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	3310	6648
2021 Q2	3428	6559

