

2021 Q3

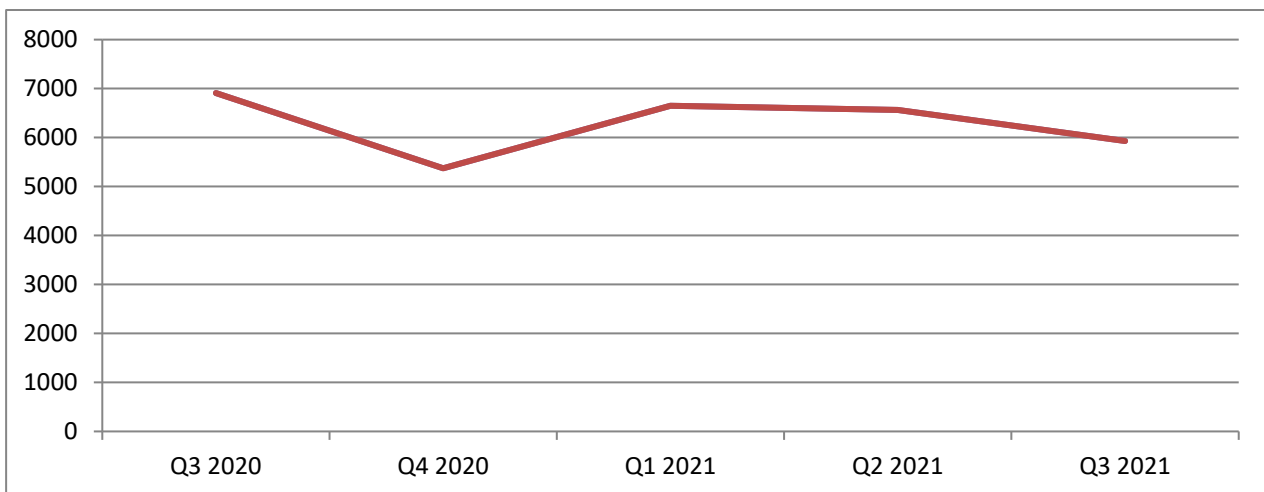
Scheme ¹	Q1	Q2	Q3	Q4	Total
Active Monitoring		306	260	166	732
Special Account		9	6	5	20
Budget Negotiable		2941	3079	3061	9081
DRN		50	71	48	169
Information Only		182	169	163	514
Total		3488	3585	3443	0 10516

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

Helpline	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Helpline Calls	6909	5373	6648	6561	5928



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

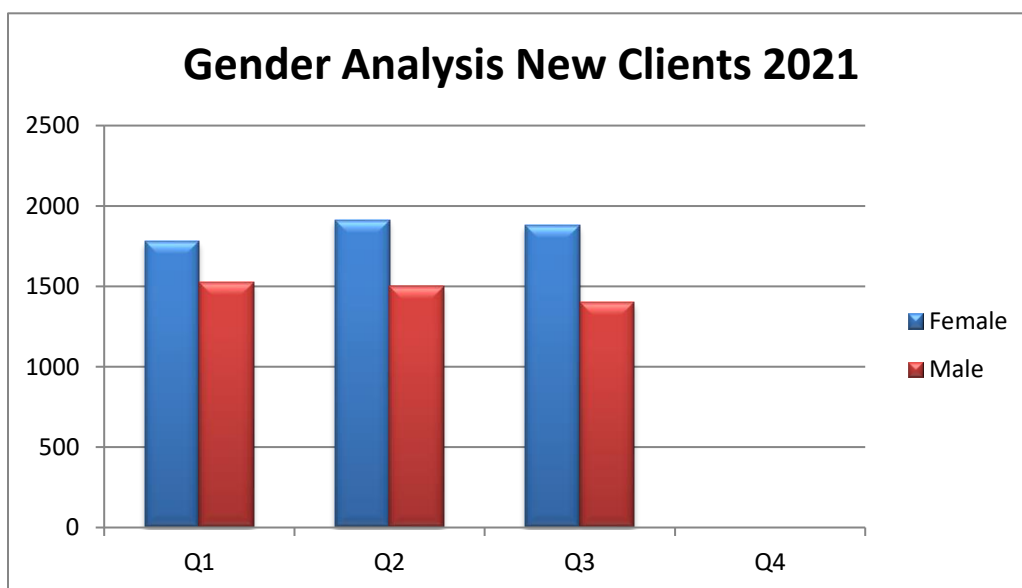
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		1	1	1	3
19-25		97	106	103	306
26-40		878	940	930	2748
41-65		2059	2086	2006	6151
Over 65		271	283	240	794
Total	3306	3416	3280	0	10002



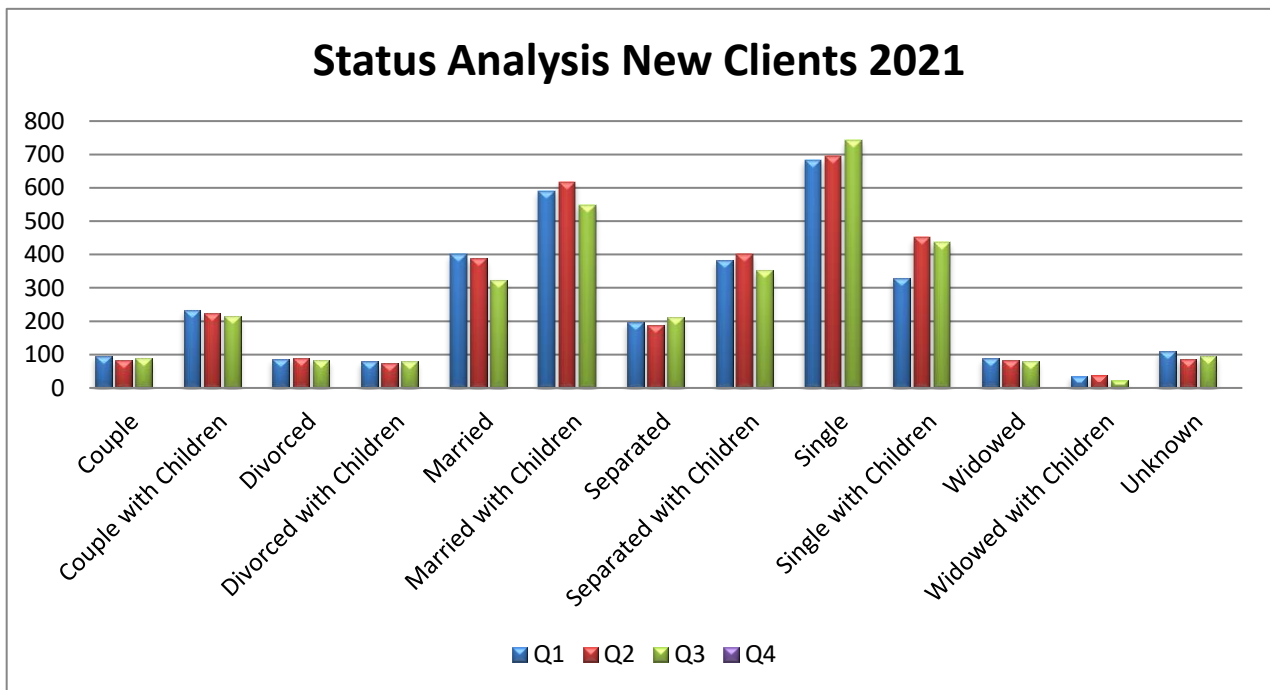
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	1781	1913	1879	0	5573
Male	1525	1503	1401	0	4429



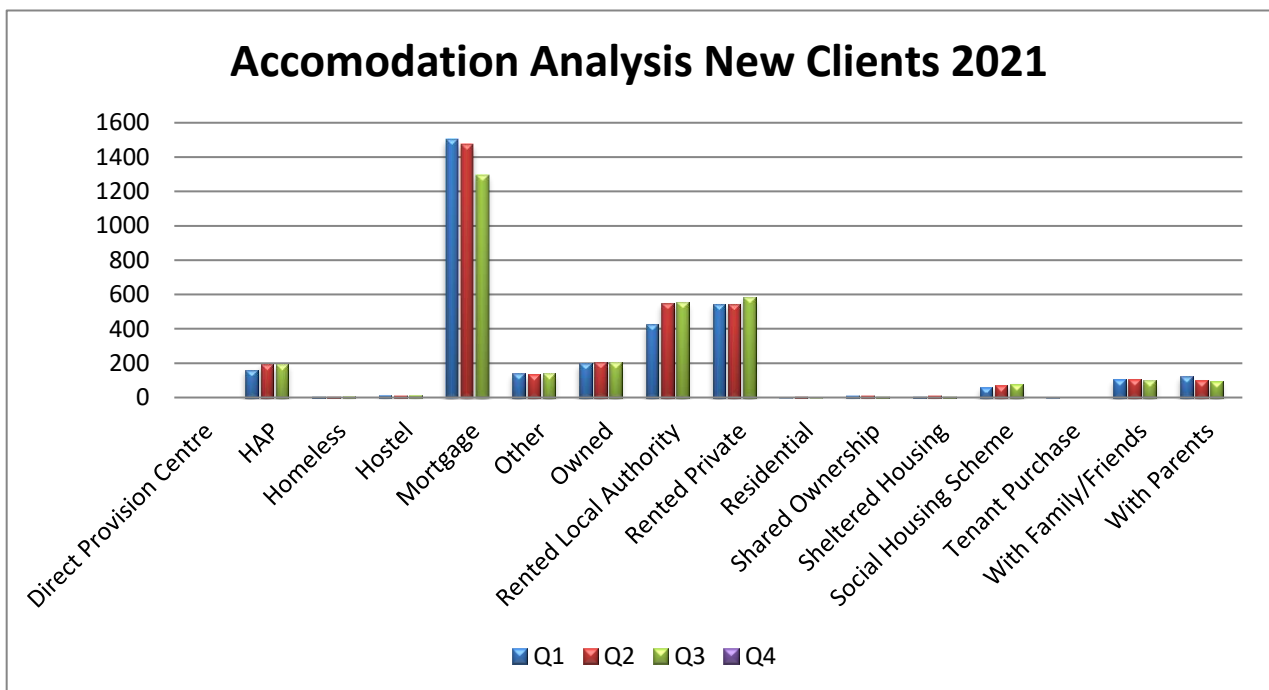
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	96	82	90		268
Couple with Children	234	223	215		672
Divorced	86	90	83		259
Divorced with Children	79	74	79		232
Married	400	387	324		1111
Married with Children	590	617	549		1756
Separated	195	189	212		596
Separated with Children	382	400	353		1135
Single	683	693	741		2117
Single with Children	329	451	435		1215
Widowed	88	84	80		252
Widowed with Children	35	39	23		97
Unknown	109	87	96		292
Total	3306	3416	3280	0	10002



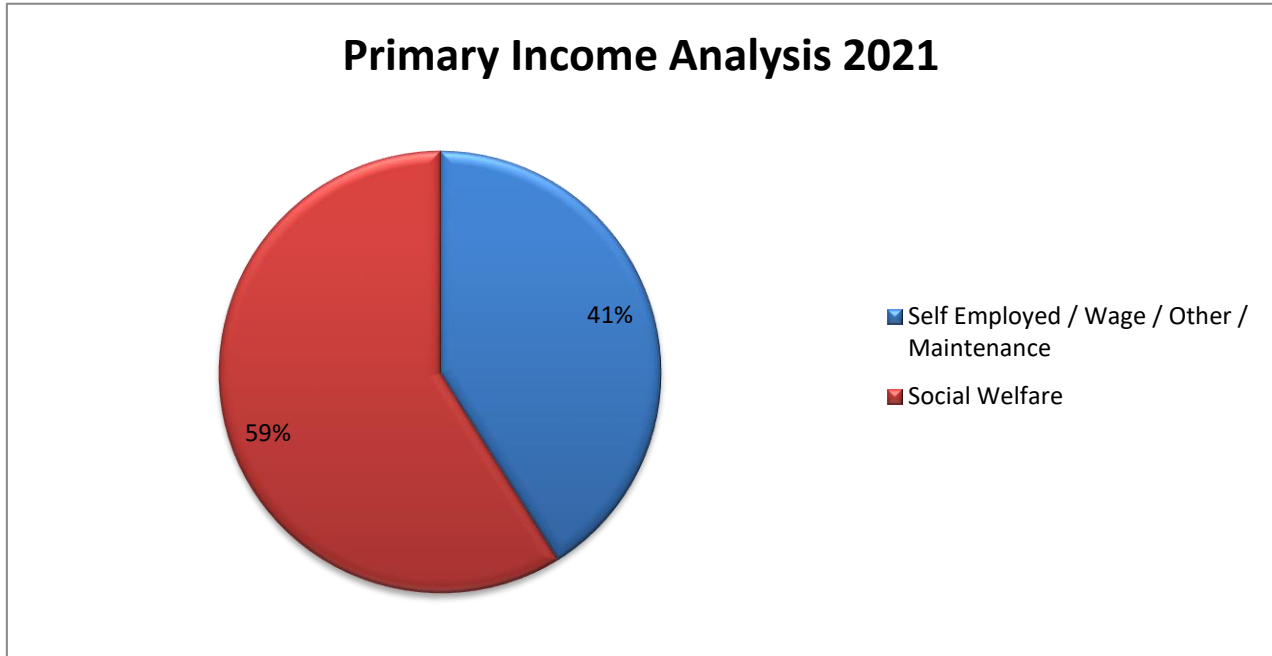
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	1	1	1		3
HAP	160	192	191		543
Homeless	7	7	9		23
Hostel	16	10	14		40
Mortgage	1504	1472	1297		4273
Other	140	135	140		415
Owned	199	205	202		606
Rented Local Authority	427	549	553		1529
Rented Private	544	541	584		1669
Residential	2	7	2		11
Shared Ownership	10	10	6		26
Sheltered Housing	6	11	7		24
Social Housing Scheme	60	71	79		210
Tenant Purchase	3	1	1		5
With Family/Friends	105	107	99		311
With Parents	122	97	95		314
Total	3306	3416	3280	0	10002



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

New Client Primary Income	2021
Self Employed / Wage / Other / Maintenance	4111
Social Welfare	5891
Total	10002



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	994	969	
Utilities	361	468	585	
Credit Card	390	362	359	
Mortgage	1095	1164	1077	
Hire Purchase Loan	133	140	131	
Money Lender	120	117	72	
Overdraft	101	102	127	
Rent	219	294	303	
Catalogue	44	69	43	
Fine	28	45	14	
Sub Prime	7	2	5	
Waste Charges	1	2	7	

Trendline New Clients / Helpline Calls

New Clients	New Clients	Helpline Calls
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	3306	6648
2021 Q2	3416	6561
2021 Q3	3280	5928

