

2021 Q4

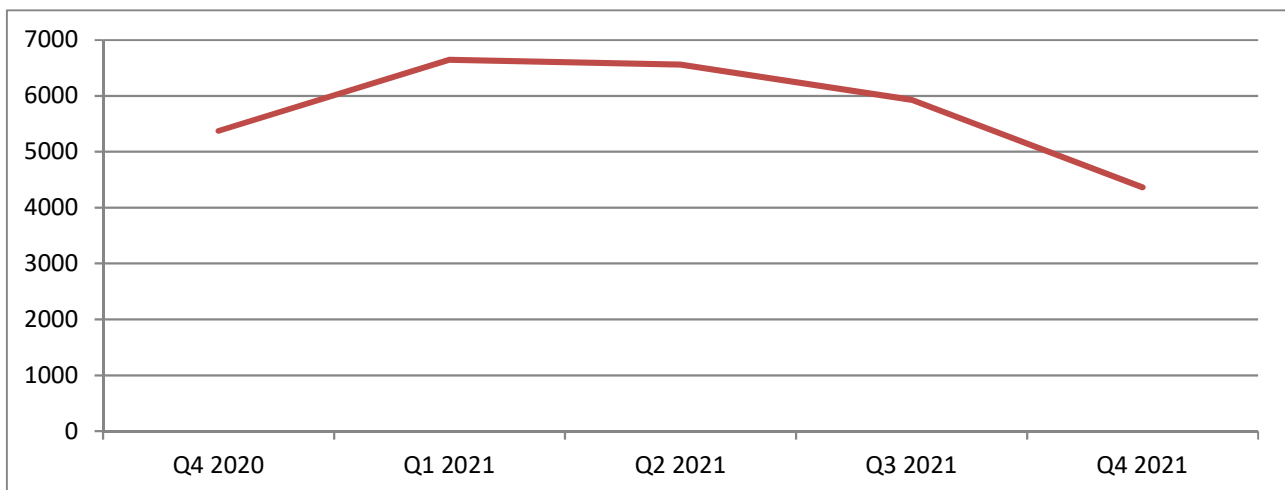
Scheme ¹	Q1	Q2	Q3	Q4	Total	
Active Monitoring		306	260	166	225	957
Special Account		9	6	5	8	28
Budget Negotiable		2941	3079	3061	3033	12114
DRN		50	71	48	49	218
Information Only		182	169	163	147	661
Total		3488	3585	3443	3462	13978

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	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Helpline Calls	5373	6648	6561	5928	4364



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.

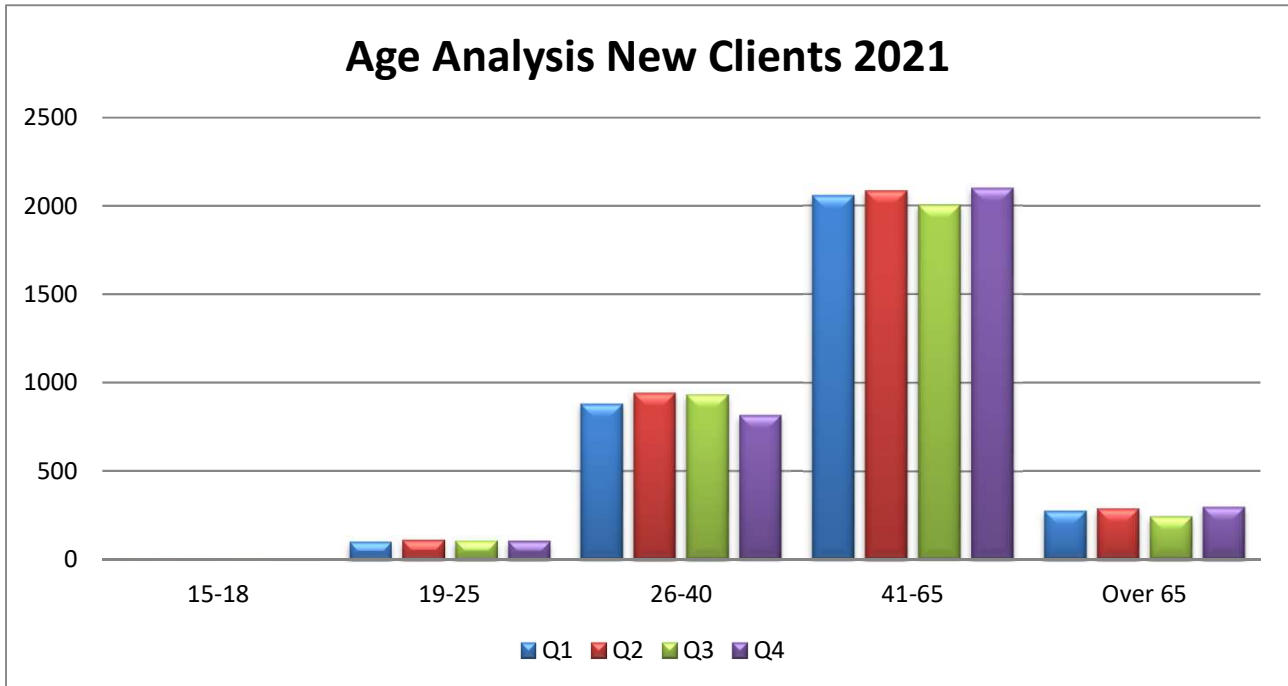
Information Only - MABS cases that do not require negotiation or the use of Special Account.

DRN - MABS cases eligible for DRN

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

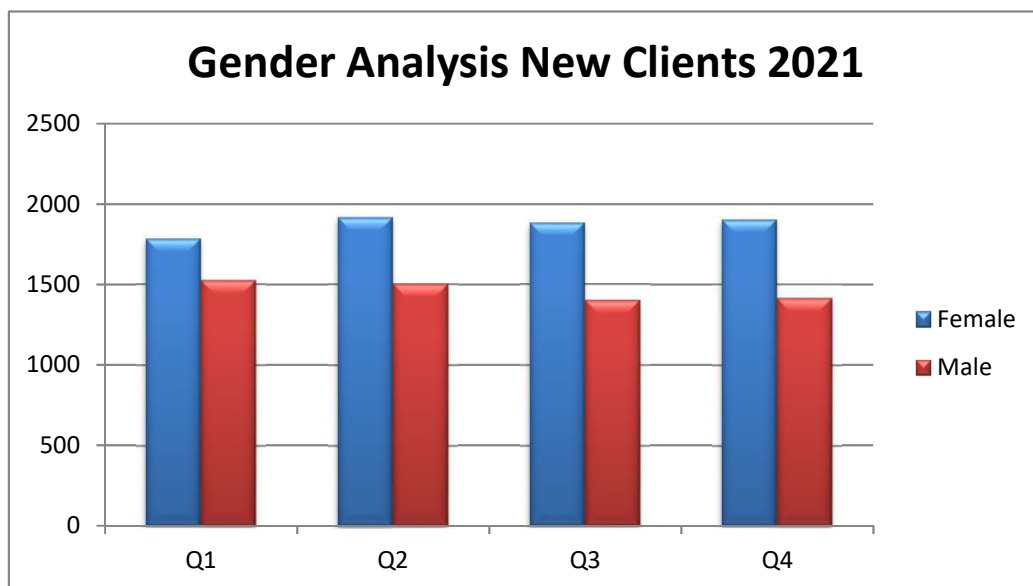
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total	
15-18		1	1	1	5	8
19-25		97	106	103	101	407
26-40		878	940	930	815	3563
41-65		2059	2086	2006	2102	8253
Over 65		271	283	240	292	1086
Total		3306	3416	3280	3315	13317



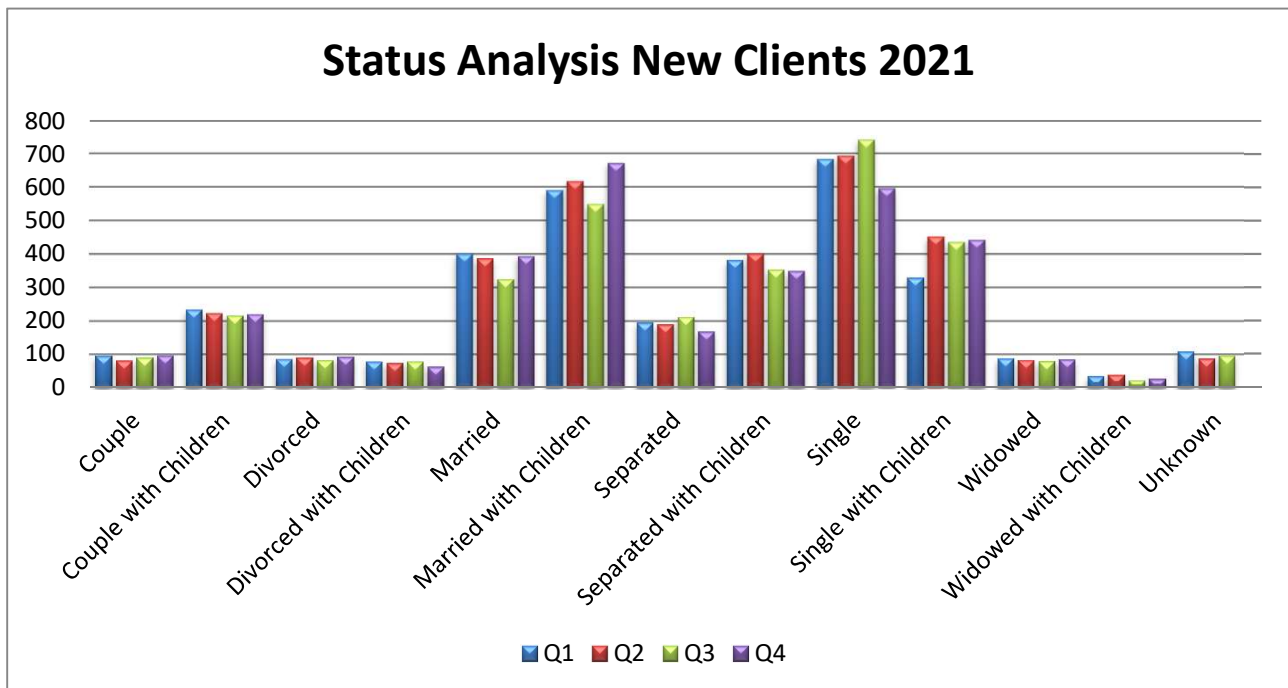
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	1781	1913	1879	1900	7473
Male	1525	1503	1401	1415	5844



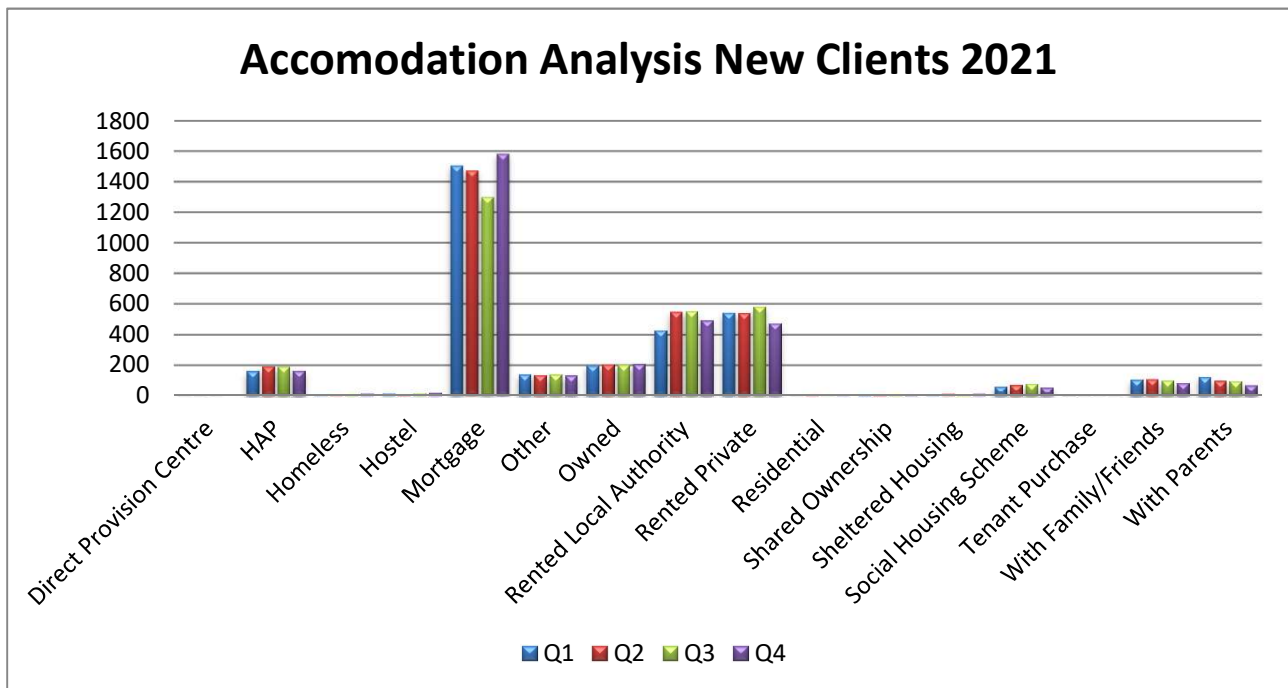
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	96	82	90	97	365
Couple with Children	234	223	215	220	892
Divorced	86	90	83	93	352
Divorced with Children	79	74	79	63	295
Married	400	387	324	394	1505
Married with Children	590	617	549	671	2427
Separated	195	189	212	168	764
Separated with Children	382	400	353	349	1484
Single	683	693	741	596	2713
Single with Children	329	451	435	442	1657
Widowed	88	84	80	85	337
Widowed with Children	35	39	23	27	124
Unknown	109	87	96	110	402
Total	3306	3416	3280	3315	13317



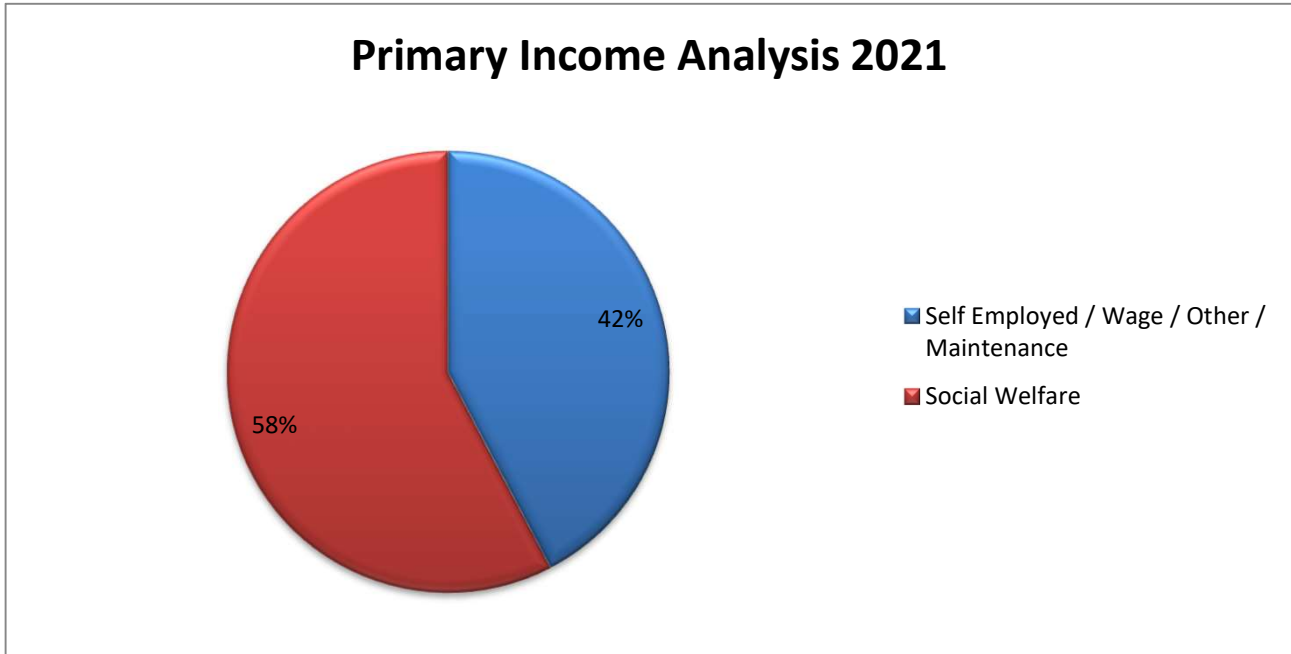
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	1	1	1	0	3
HAP	160	192	191	163	706
Homeless	7	7	9	15	38
Hostel	16	10	14	18	58
Mortgage	1504	1472	1297	1581	5854
Other	140	135	140	133	548
Owned	199	205	202	206	812
Rented Local Authority	427	549	553	493	2022
Rented Private	544	541	584	473	2142
Residential	2	7	2	6	17
Shared Ownership	10	10	6	10	36
Sheltered Housing	6	11	7	12	36
Social Housing Scheme	60	71	79	54	264
Tenant Purchase	3	1	1	1	6
With Family/Friends	105	107	99	83	394
With Parents	122	97	95	67	381
Total	3306	3416	3280	3315	13317



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

New Client Primary Income	2021
Self Employed / Wage / Other / Maintenance	5634
Social Welfare	7675
Total	13309



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	880
Utilities	361	468	585	474
Credit Card	390	362	359	305
Mortgage	1095	1164	1077	888
Hire Purchase Loan	133	140	131	136
Money Lender	120	117	72	39
Overdraft	101	102	127	79
Rent	219	294	303	267
Catalogue	44	69	43	29
Fine	28	45	14	28
Sub Prime	7	2	5	4
Waste Charges	1	2	7	5

Trendline New Clients / Helpline Calls

New Clients	New Clients	Helpline Calls
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
2021 Q4	3315	4364

