

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

2022 Q3

Scheme ¹	Q1	Q2	Q3	Q4	Total
Active Monitoring	177	239	220		636
Special Account	1	0	0		1
Budget Negotiable	3676	3298	4044		11018
DRN	21	49	52		122
Information Only	199	119	234		552
Self Help	0	14	13		27
Total	4074	3719	4563	0	12356

2021 Scheme Data	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

¹ MABS Clients are divided into 6 Categories:

Budget Negotiable - MABS cases that require negotiation, but not the use of Special Account.

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

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

DRN - MABS cases eligible for DRN

Self-Help - Clients provided with self-help materials

Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

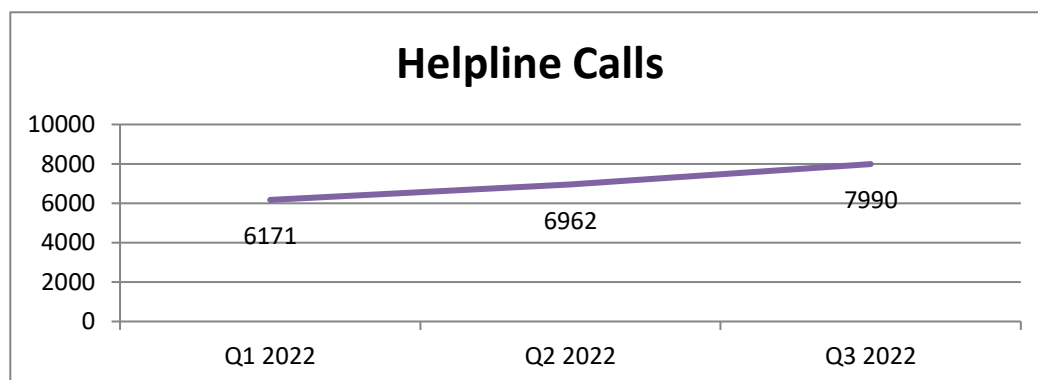
MABS Helpline

The MABS Helpline 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 0818 07 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

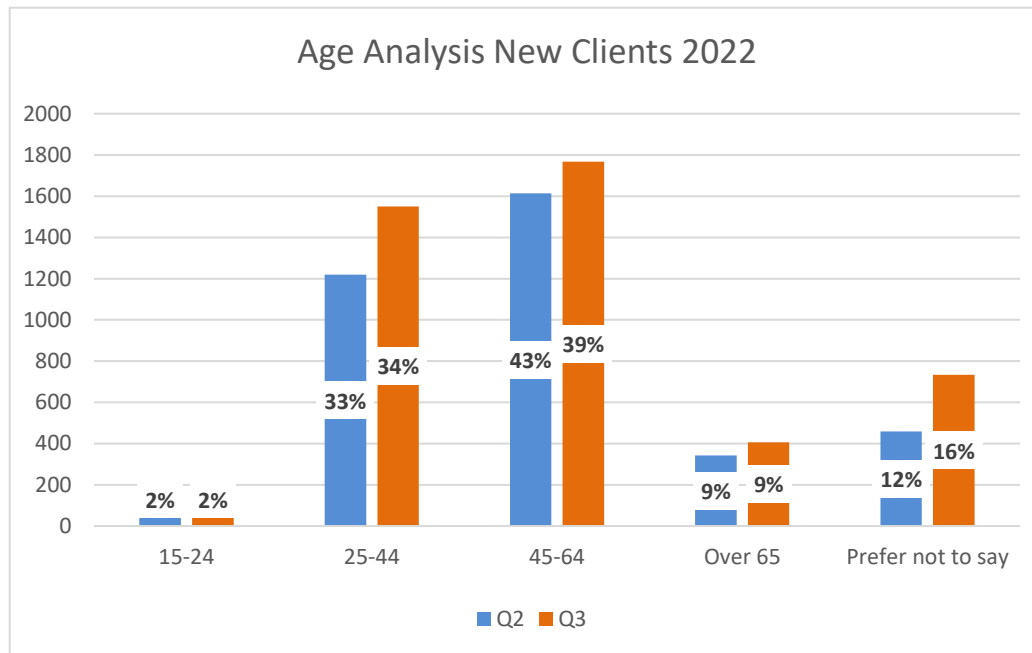
Helpline	Q1 2022	Q2 2022	Q3 2022	Q4 2022
Helpline Calls	6171	6962	7990	



New Client Age Analysis (includes Information only clients)

New Clients Age Analysis	Q1*	Q2	Q3	Total
Unknown		1	8	9
0-14		0	0	0
15-24		85	99	184
25-44		1219	1550	2769
45-64		1614	1767	3381
Over 65		342	406	748
Prefer not to say		458	733	1191
Total	3875	3719	4563	12157

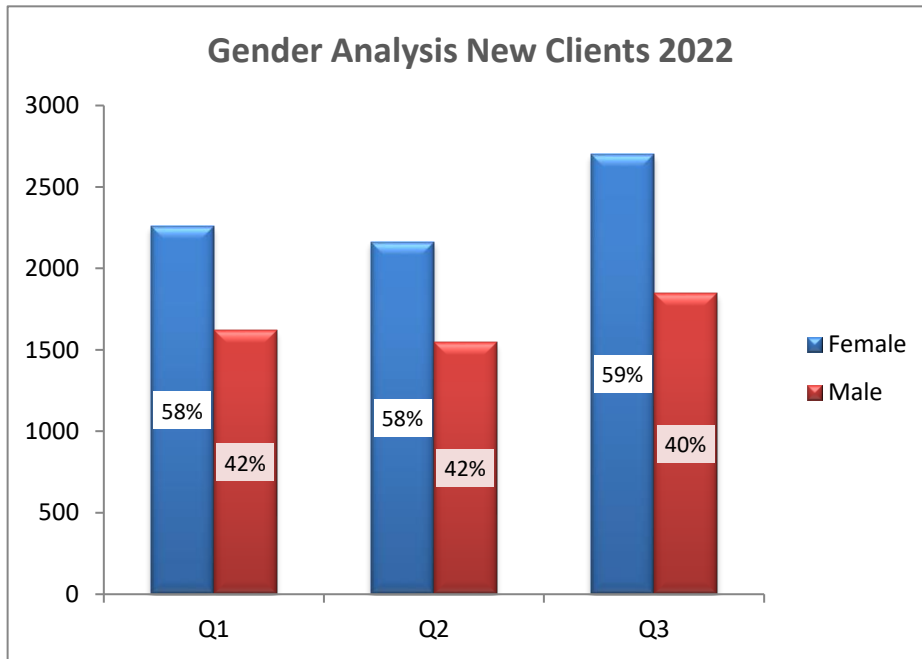
*Q1 data variables within all the tables were generated by a different system and are not compatible with other quarters.



New Client Gender Analysis (includes Information only clients)

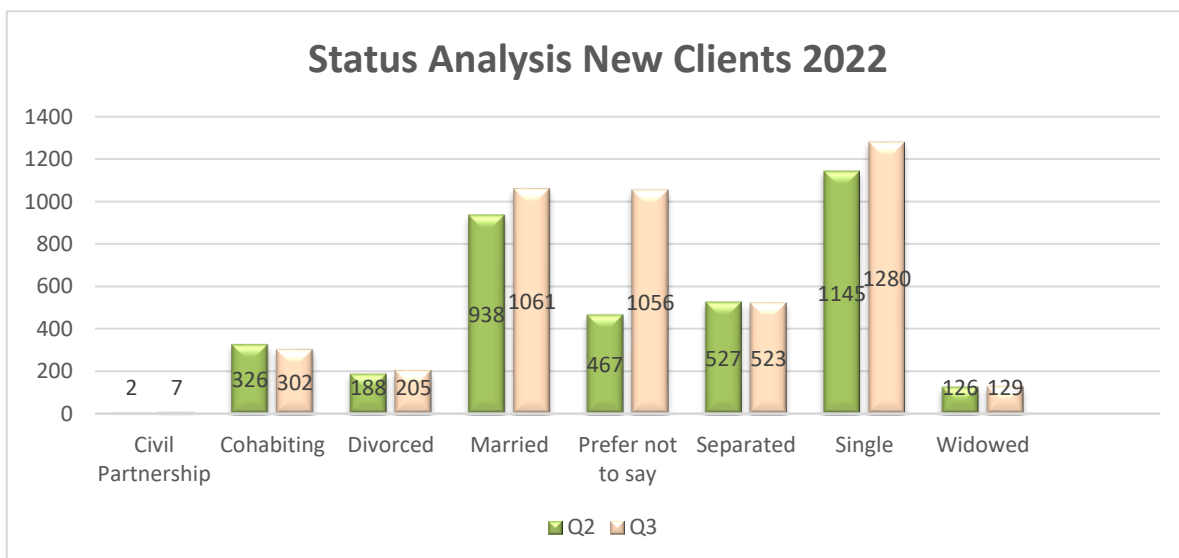
New Clients Gender Analysis	Q1	Q2	Q3	Total
Female	2257	2162	2701	4863
Male	1618	1547	1844	3391
Other		2	2	4
Prefer not to say		8	16	24
Total	3875	3719	4563	12157

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New Client Marital Status Analysis (includes information only clients)

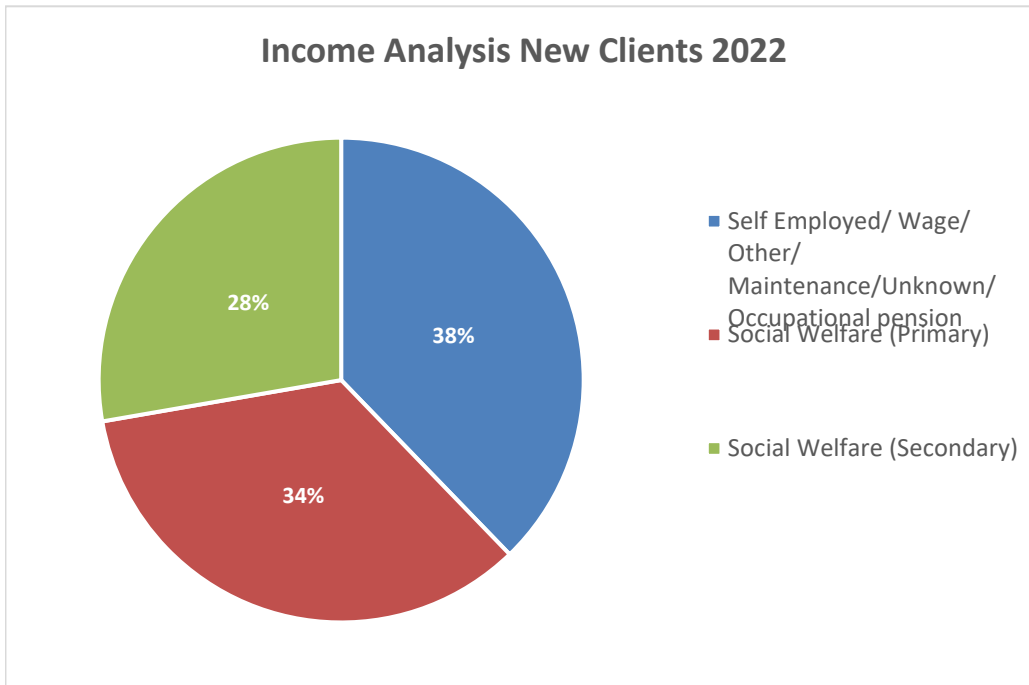
New Client Marital Status Analysis	Q1	Q2	Q2 %	Q3	Q3 %	Total
Civil Partnership		2		7		9
Cohabiting		326	9%	302	7%	628
Divorced		188	5%	205	4%	393
Married		938	25%	1061	23%	1999
Prefer not to say		467	13%	1056	23%	1523
Separated		527	14%	523	11%	1050
Single		1145	31%	1280	28%	2425
Widowed		126	3%	129	3%	255
Total	3875	3719	100%	4563	100%	12157



Income

New Client Income Analysis (includes Information only clients)

New Client	Q2 +Q3
Self Employed/ Wage/ Other/ Maintenance/Unknown/ Occupational pension	3483
Social Welfare (Primary)	3181
Social Welfare (Secondary)	2557
Total	9221

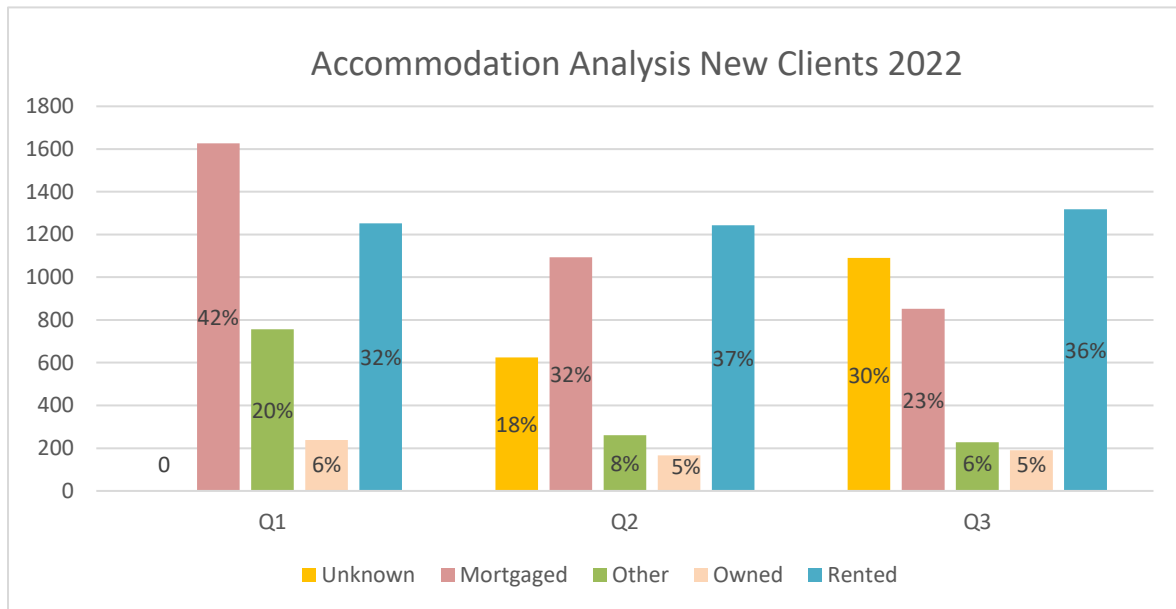


Accommodation

New Client Accommodation Analysis (includes Information only clients)

New Client Accomodation Type	Q1	Q2	Q3	Total
Unknown	0	625	1090	1715
Mortgaged	1627	1094	852	3573
Other	757	261	228	1246
Owned	238	166	191	595
Rented	1253	1244	1318	3815
Total	3875	3390	3679	10944

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Trendline New Clients / Helpline Calls

Qtr	New Clients	Helpline Calls
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
2022 Q1	3875	6171
2022 Q2	3719	6962
2022 Q3	4563	7990

