

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

2022 Q4

Scheme ¹	Q1	Q2	Q3	Q4	Total
Active Monitoring	177	239	220	152	788
Special Account	1	0	0	0	1
Budget Negotiable	3676	3298	4044	3,356	14374
DRN	21	49	52	35	157
Information Only	199	119	234	204	756
Self Help	0	14	13	21	48
Total	4074	3719	4563	3768	16124

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.

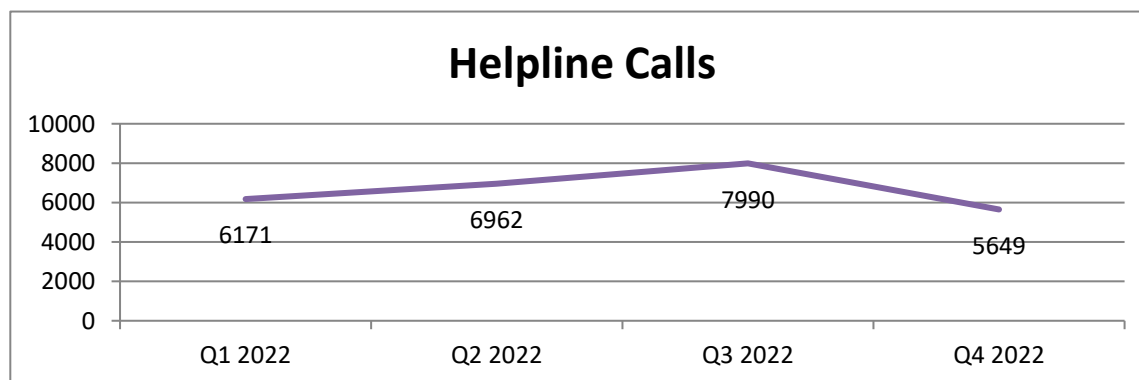
MABS Helpline

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

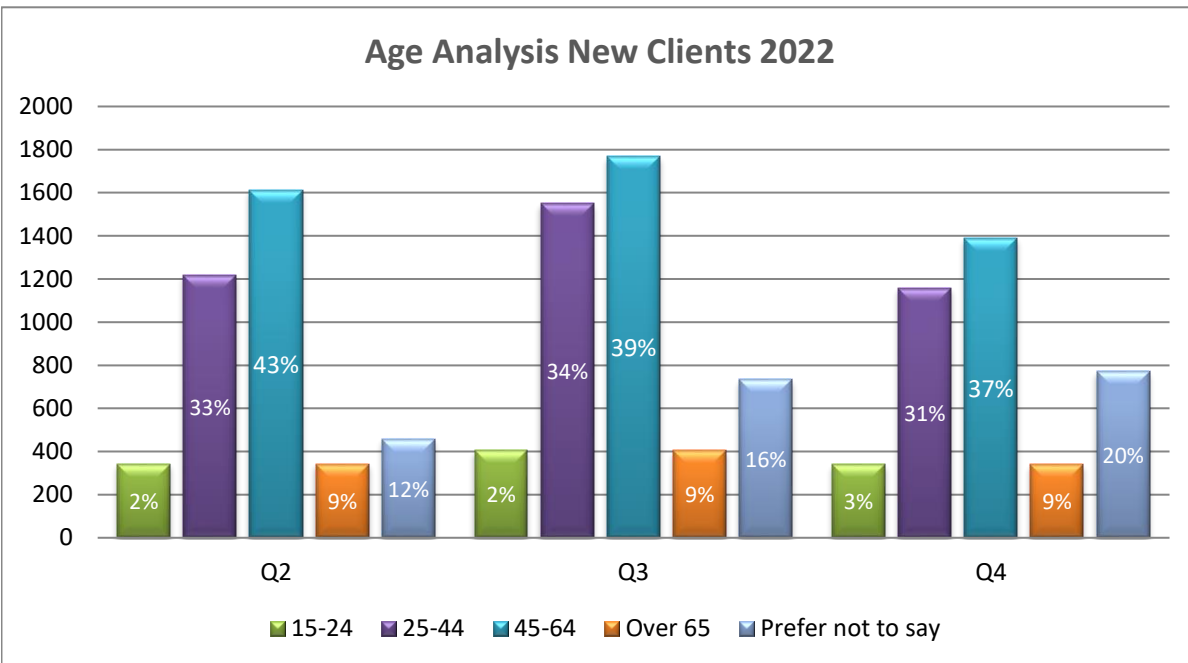
Helpline	Q1 2022	Q2 2022	Q3 2022	Q4 2022
Helpline Calls	6171	6962	7990	5649



New Client Age Analysis (includes Information only clients)

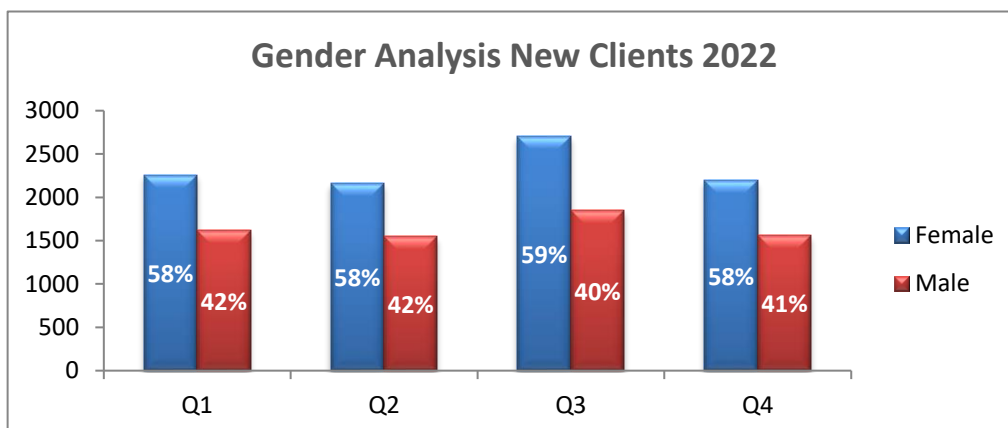
New Clients Age Analysis	Q1*	Q2	Q3	Q4	Total
Unknown		1	8	11	20
0-14		0	0	1	1
15-24		85	99	97	281
25-44		1219	1550	1158	3927
45-64		1614	1767	1390	4771
Over 65		342	406	340	1088
Prefer not to say		458	733	771	1962
Total	3875	3719	4563	3768	15925

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



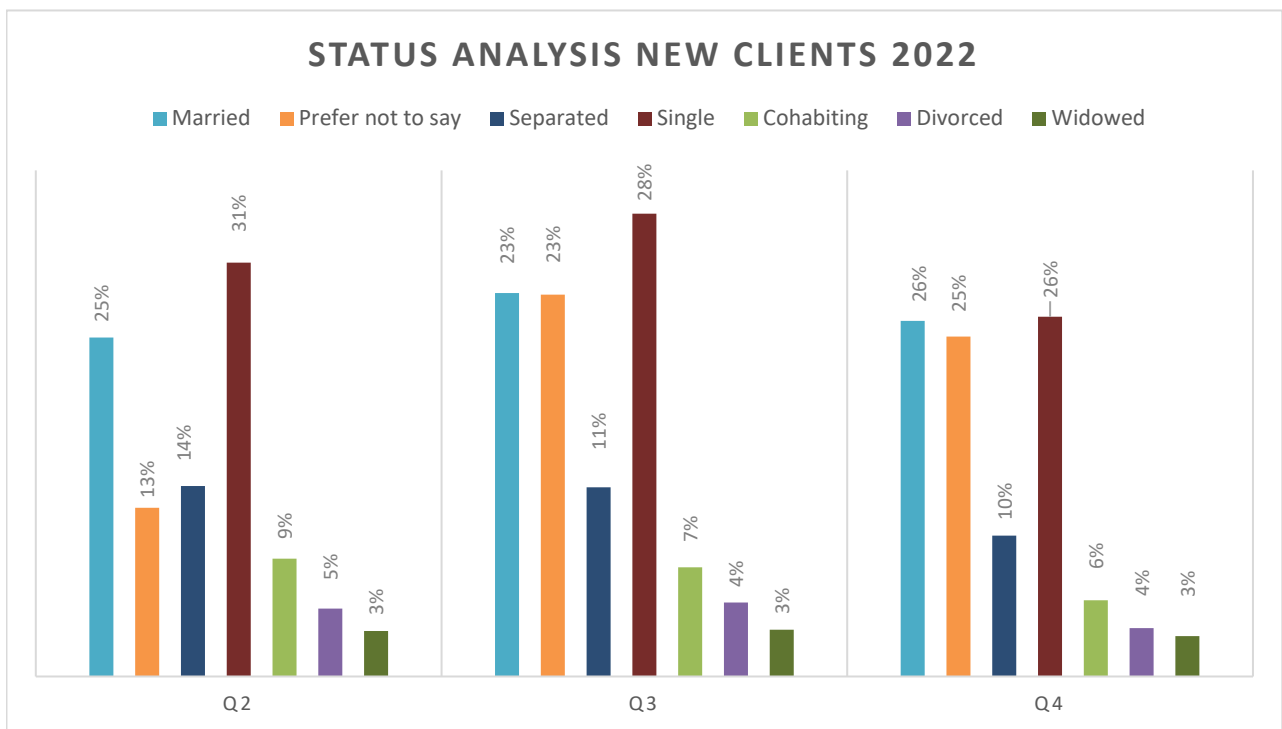
New Client Gender Analysis (includes Information only clients)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	2257	2162	2701	2196	9316
Male	1618	1547	1844	1560	6569
Other		2	2	2	6
Prefer not to say		8	16	10	34
Total	3875	3719	4563	3768	15925



New Client Marital Status Analysis (includes information only clients)

New Client Marital Status Analysis	Q1	Q2	Q3	Q4	Total
Unknown		0	0	1	1
Civil Partnership		2	7	1	10
Cohabiting		326	302	211	839
Divorced		188	205	134	527
Married		938	1061	984	2983
Prefer not to say		467	1056	940	2463
Separated		527	523	390	1440
Single		1145	1280	995	3420
Widowed		126	129	112	367
Total	3875	3719	4563	3768	15925

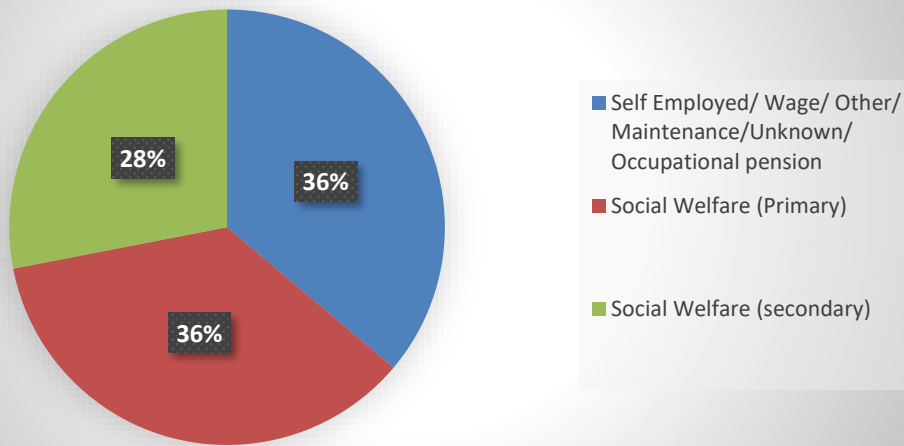


Income

New Client Income Analysis (includes Information only clients)

New Client Income	Total Q2,3,4
Self Employed/ Wage/ Other/ Maintenance/Unknown/ Occupational pension	4650
Social Welfare (Primary)	4603
Social Welfare (secondary)	3608
Total	12861

Income Analysis New Clients 2022

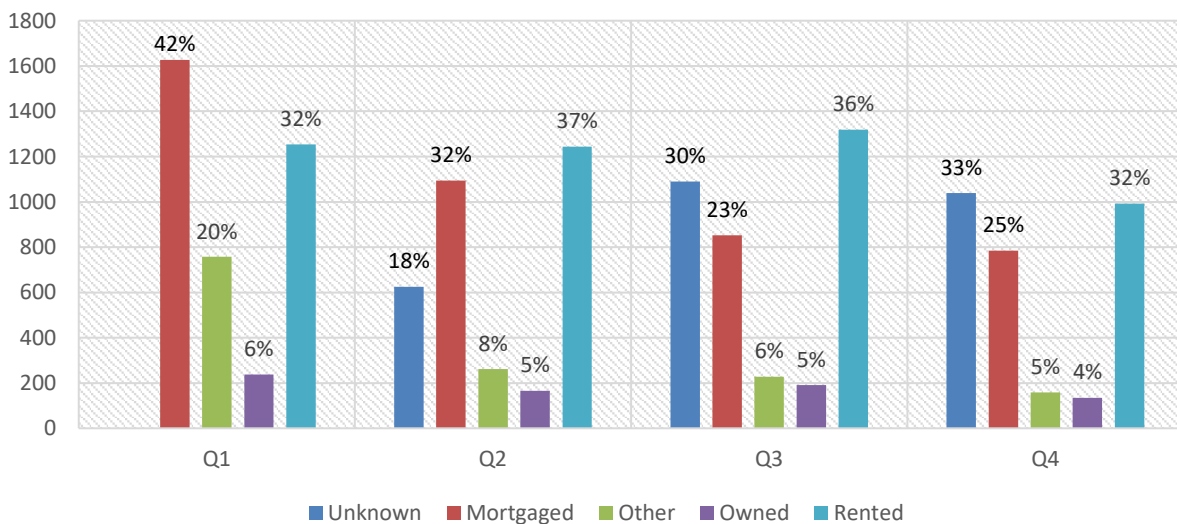


Accommodation

New Client Accommodation Analysis (includes Information only clients)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Unknown		625	1090	1039	2754
Mortgaged	1627	1094	852	785	4358
Other	757	261	228	158	1404
Owned	238	166	191	135	730
Rented	1253	1244	1318	992	4807
Total	3875	3390	3679	3109	14053

Accommodation Analysis New Clients 2022



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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
2022 Q4	3768	5649

