

2013 Q1

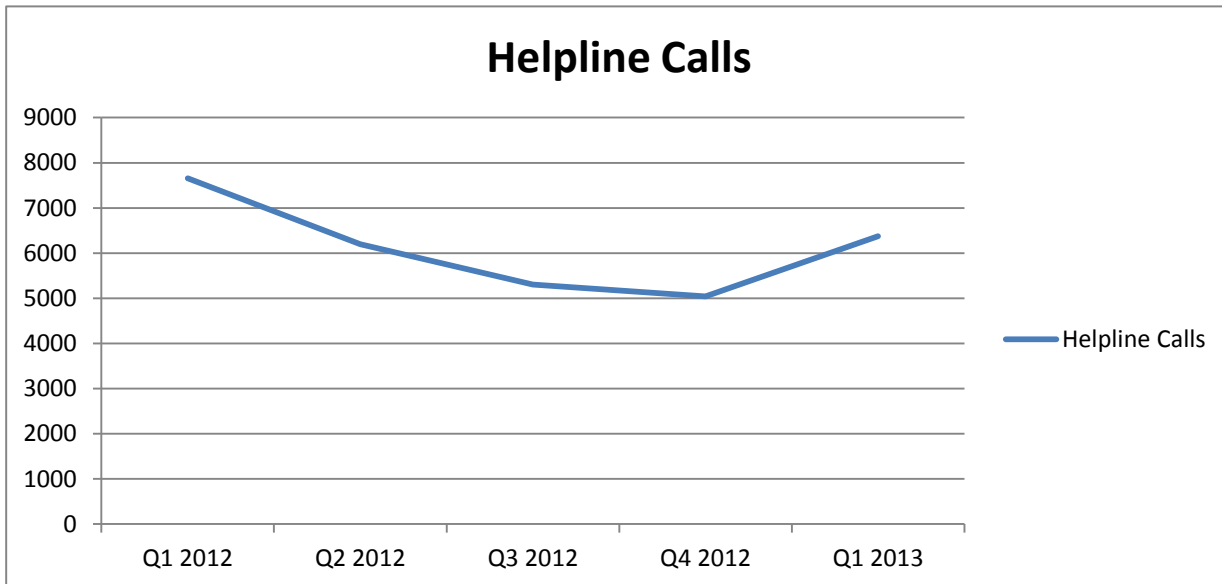
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account		286			286
Budget Negotiable		5451			5451
Information Only		1033			1033
Total		6770			6770

2012 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	509	416	346	235	1506
Budget Negotiable	6038	5315	4816	4523	20692
Information Only	1073	1127	934	831	3965
Total	7620	6858	6096	5589	26163

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	Q1 2012	Q2 2012	Q3 2012	Q4 2012	Q1 2013
Helpline Calls	7657	6197	5304	5044	6371



¹ MABS Clients are divided into 3 Categories:

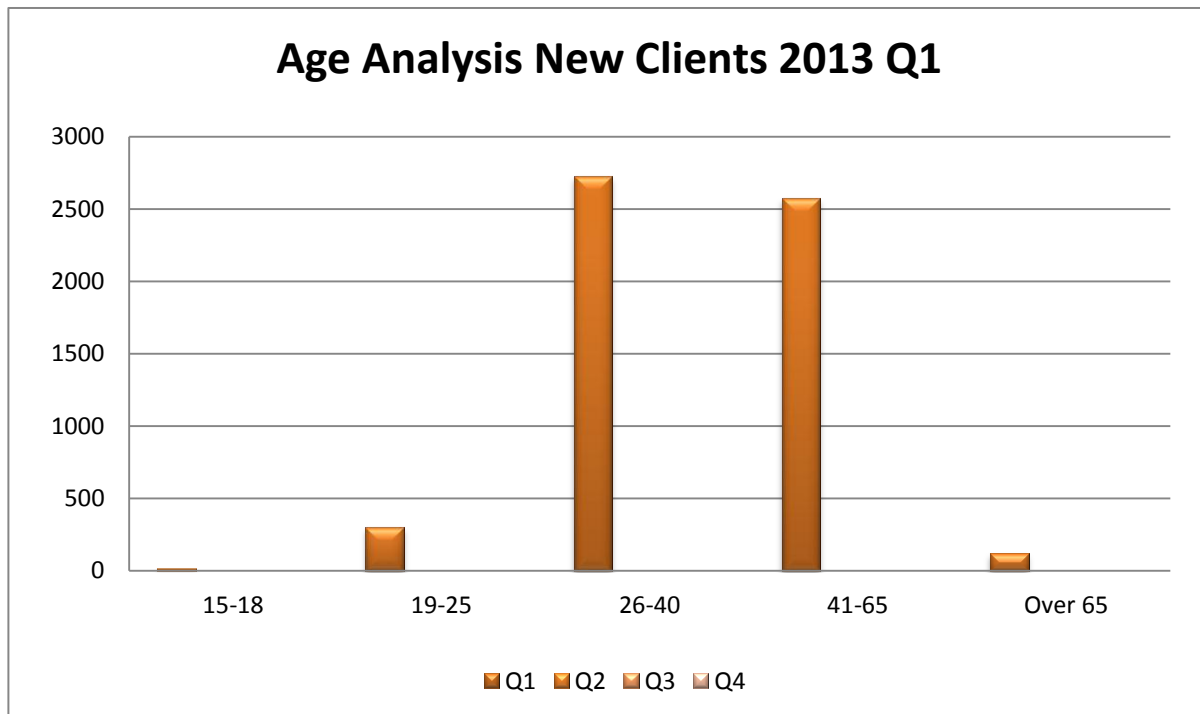
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

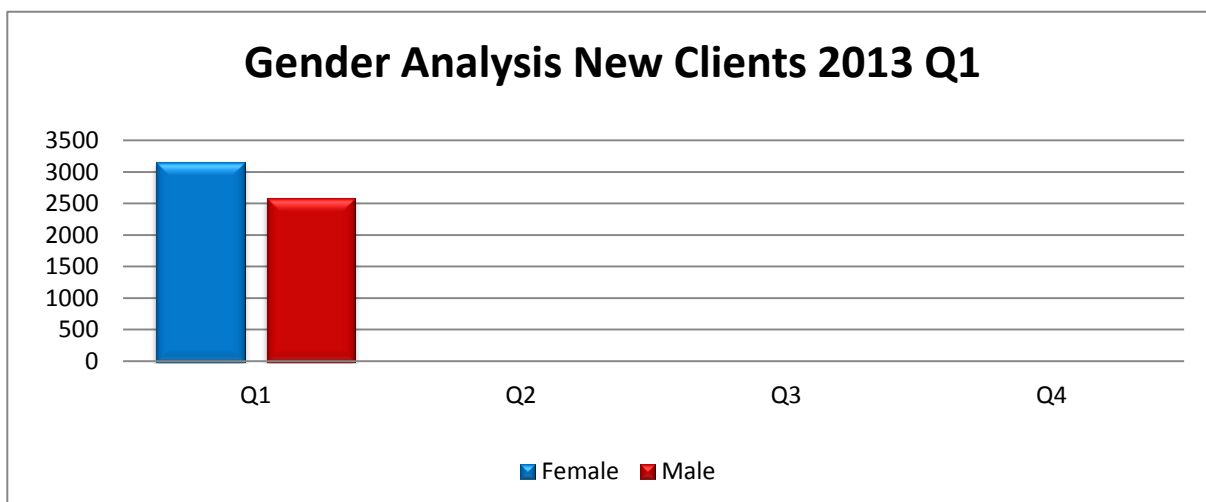
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		14			
19-25		301			
26-40		2724			
41-65		2577			
Over 65		121			
Total		5737			



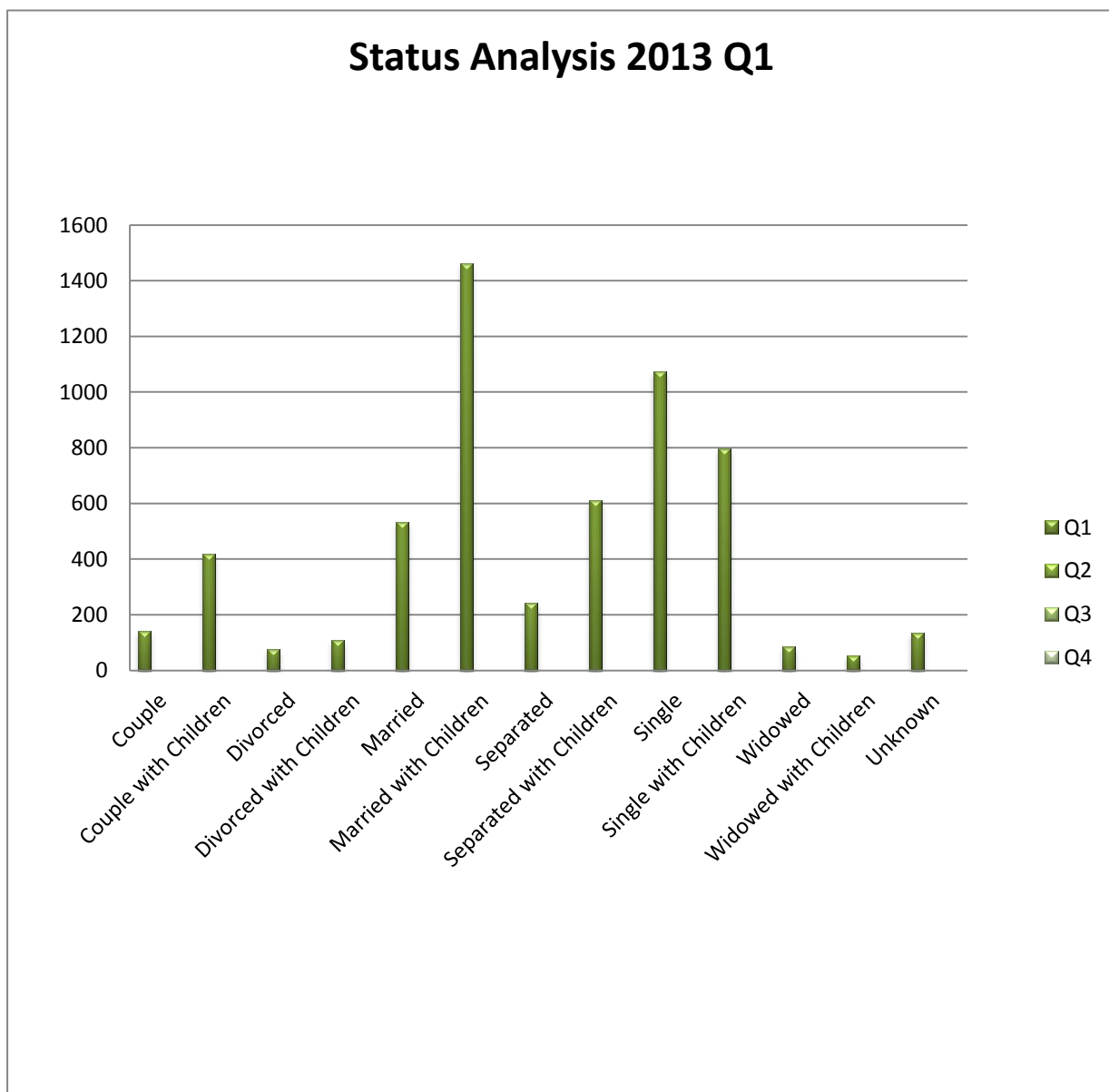
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female		3149			3149
Male		2588			2588



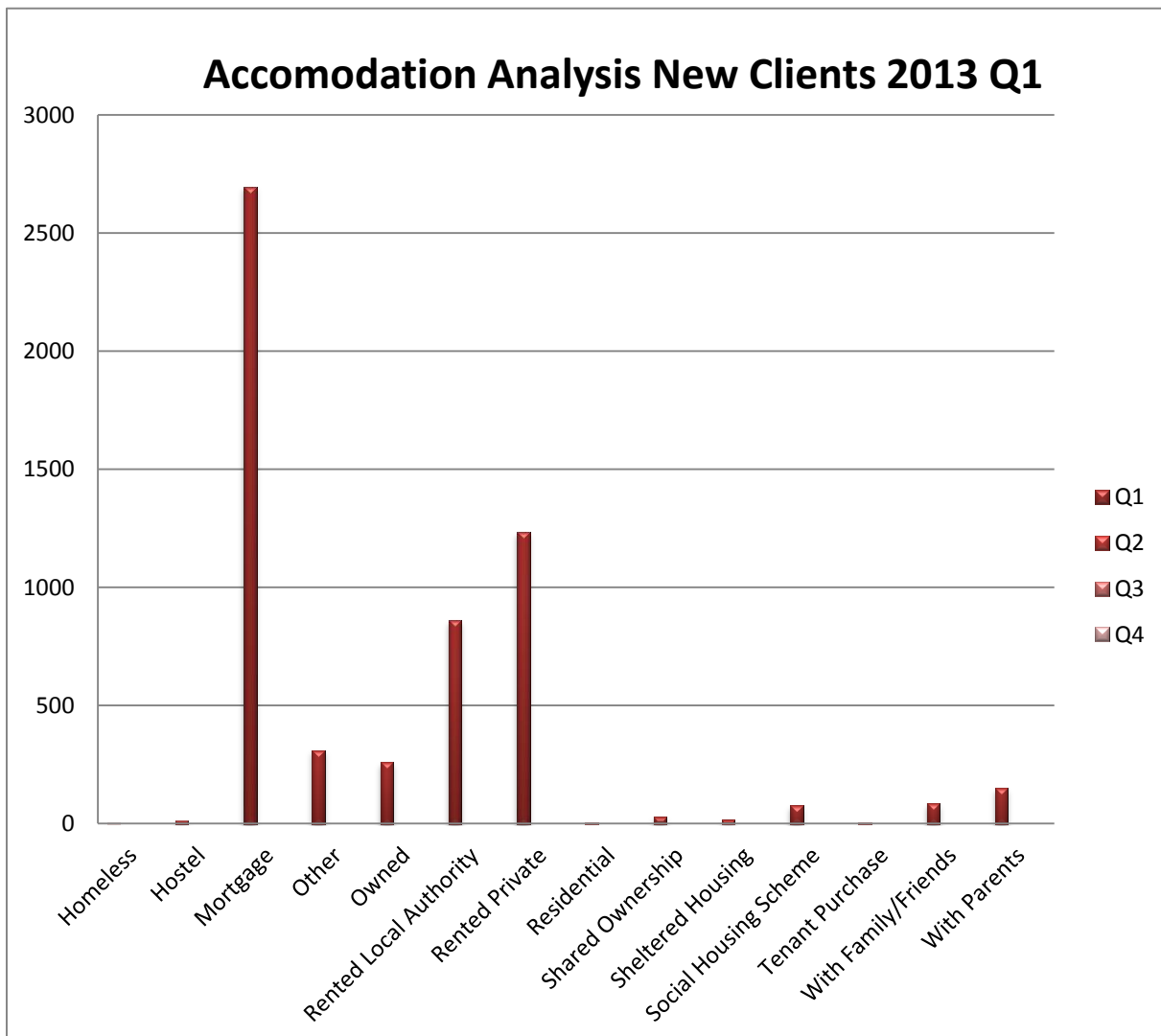
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	141				141
Couple with Children	417				417
Divorced	77				77
Divorced with Children	109				109
Married	534				534
Married with Children	1461				1461
Separated	241				241
Separated with Children	612				612
Single	1074				1074
Single with Children	796				796
Widowed	86				86
Widowed with Children	54				54
Unknown	135				135
Total	5737				5737



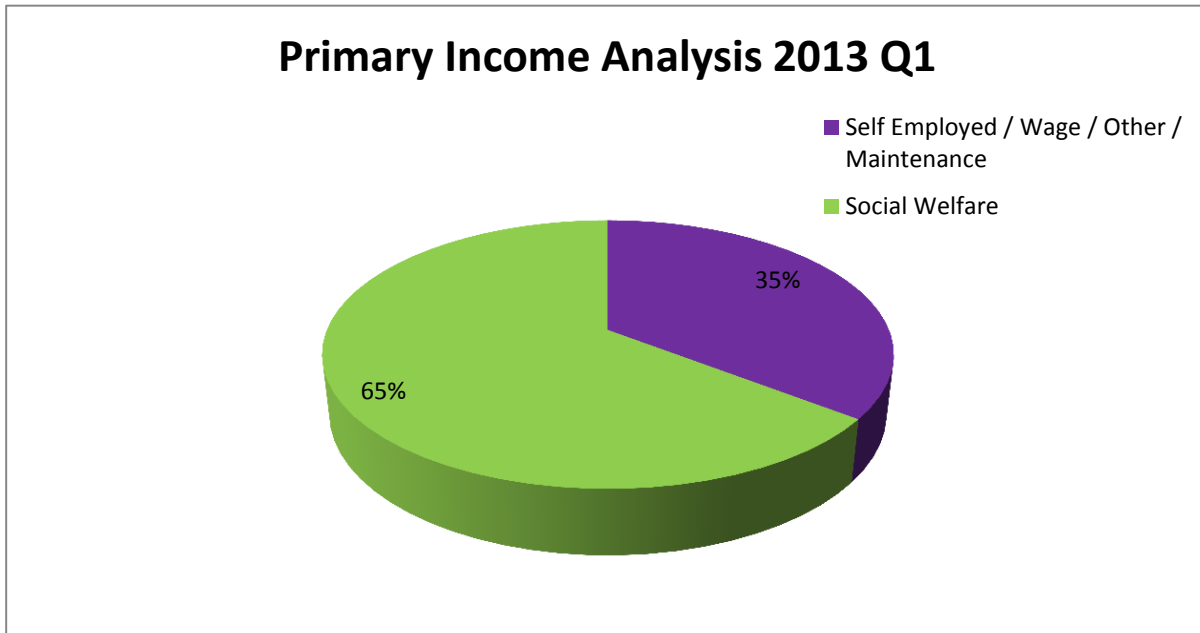
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	2				2
Hostel	13				13
Mortgage	2696				2696
Other	310				310
Owned	258				258
Rented Local Authority	858				858
Rented Private	1234				1234
Residential	4				4
Shared Ownership	29				29
Sheltered Housing	17				17
Social Housing Scheme	75				75
Tenant Purchase	4				4
With Family/Friends	86				86
With Parents	151				151
Total	5737				5737



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

New Client Primary Income	2013
Self Employed / Wage / Other / Maintena	2035
Social Welfare	3702
Total	5737



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	2921			
Utilities	1686			
Credit Card	1517			
Mortgage	1122			
Hire Purchase Loan	309			
Money Lender	389			
Overdraft	307			
Rent	174			
Catalogue	185			
Fine	70			
Sub Prime	51			
Waste Charges	40			