

2013 Q2

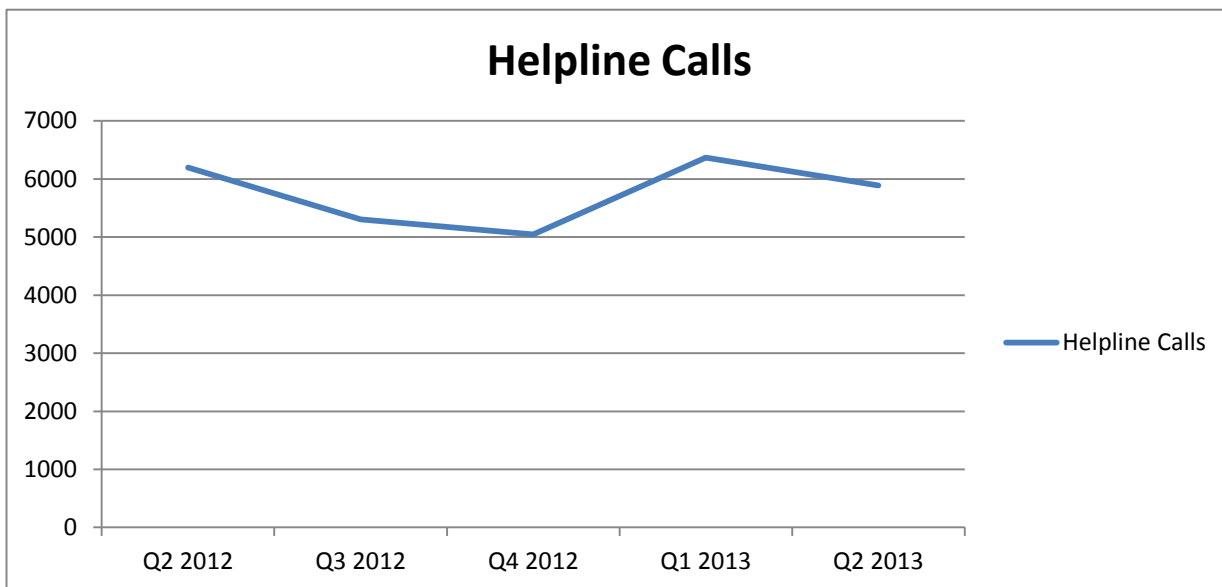
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account		343	195		538
Budget Negotiable		5433	5262		10695
Information Only		998	1025		2023
Total		6774	6482		13256

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	Q2 2012	Q3 2012	Q4 2012	Q1 2013	Q2 2013
Helpline Calls	6197	5304	5044	6371	5888



¹ MABS Clients are divided into 3 Categories:

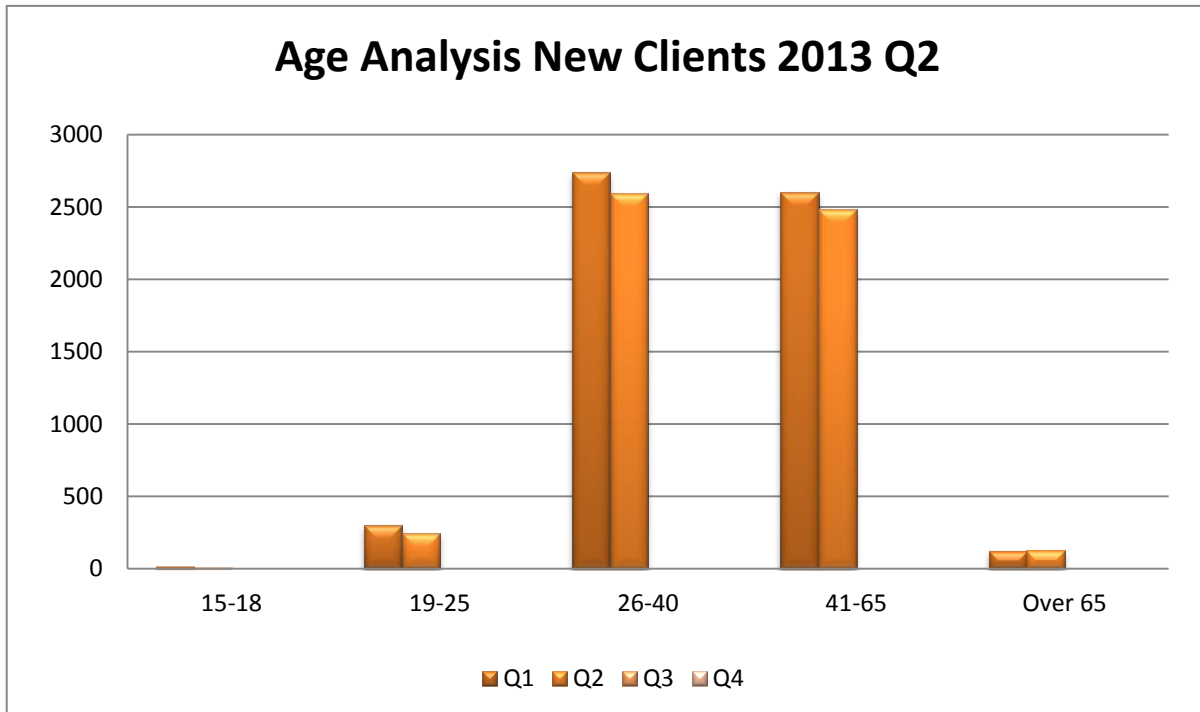
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

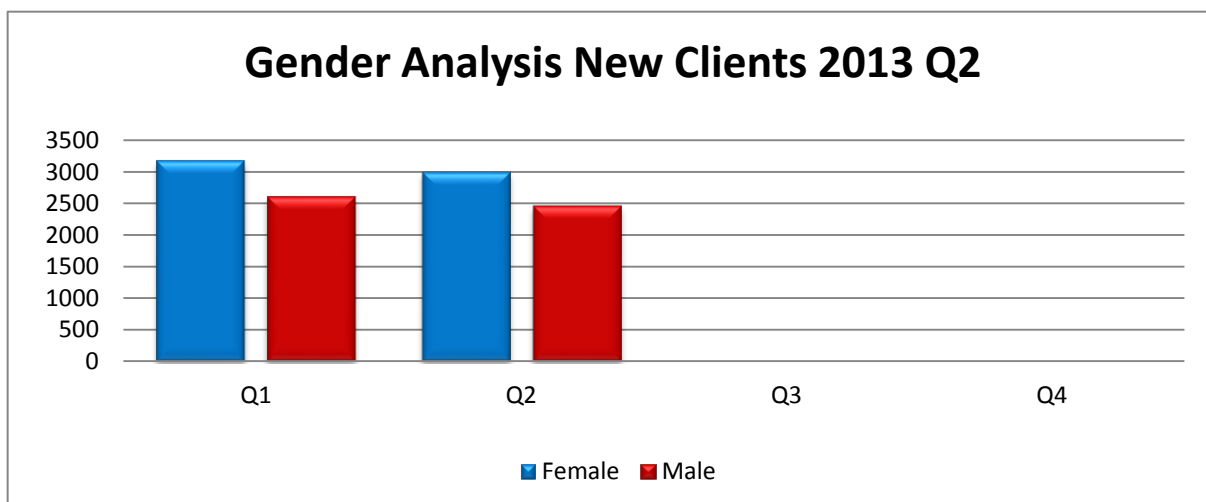
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		14	6		
19-25		302	247		
26-40		2737	2596		
41-65		2599	2482		
Over 65		124	126		
Total		5776	5457		



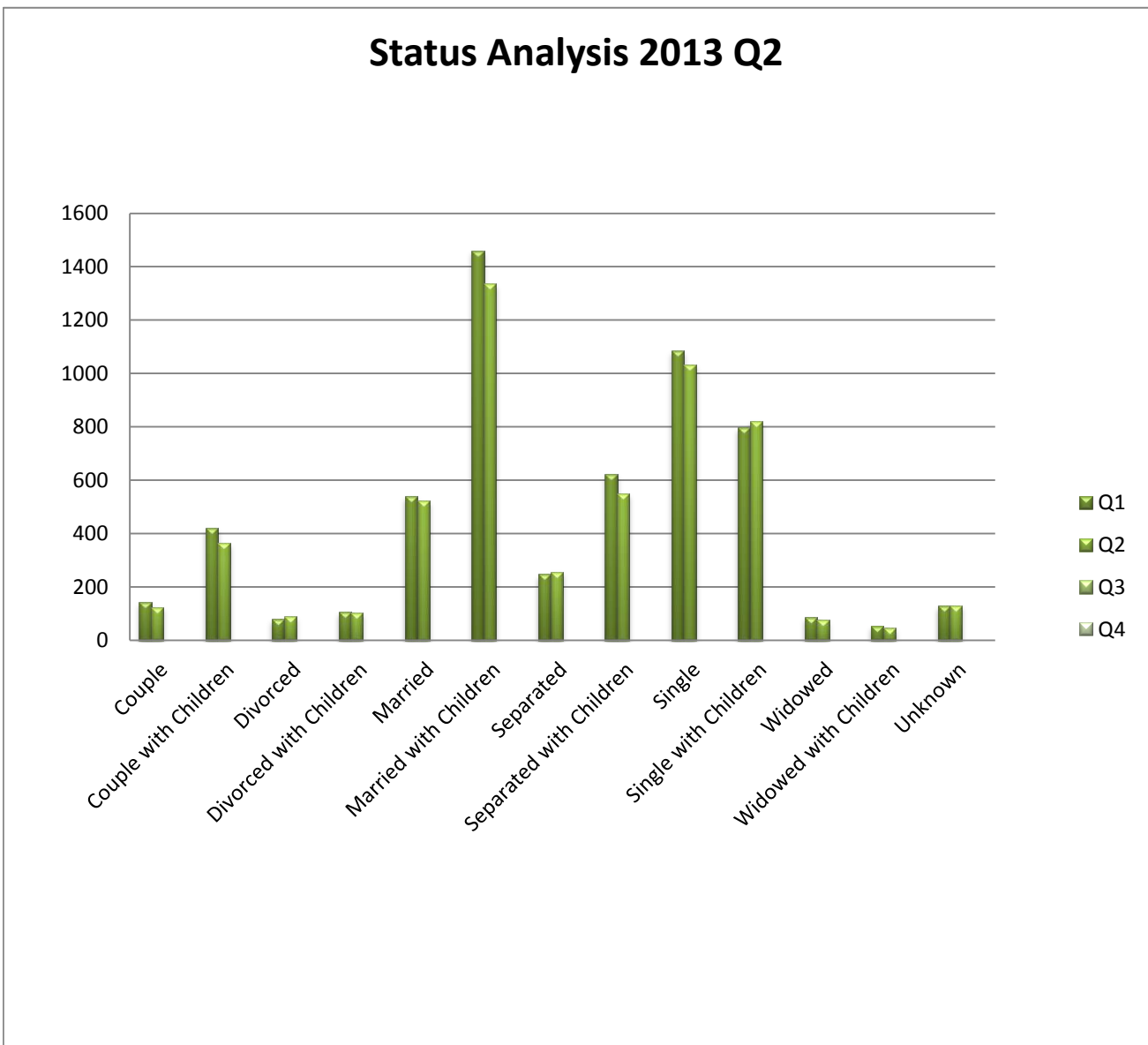
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	3172	2995			6167
Male	2604	2462			5066



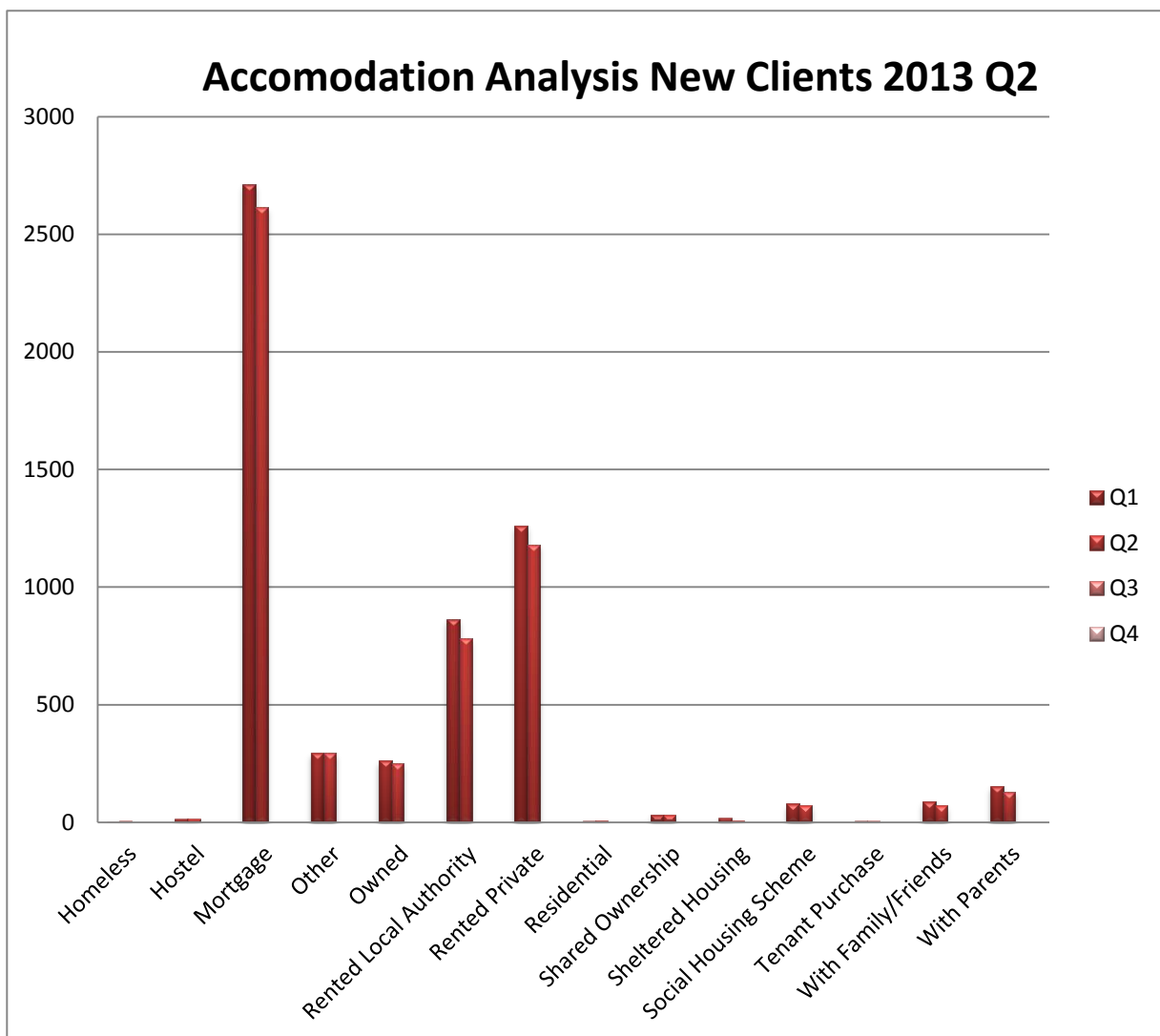
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	144	125			269
Couple with Children	420	364			784
Divorced	79	89			168
Divorced with Children	108	104			212
Married	539	522			1061
Married with Children	1461	1338			2799
Separated	247	257			504
Separated with Children	623	549			1172
Single	1086	1033			2119
Single with Children	799	821			1620
Widowed	86	77			163
Widowed with Children	55	47			102
Unknown	129	131			260
Total	5776	5457			11233



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

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	2	4			6
Hostel	13	14			27
Mortgage	2711	2614			5325
Other	293	293			586
Owned	262	249			511
Rented Local Authority	863	780			1643
Rented Private	1259	1181			2440
Residential	4	8			12
Shared Ownership	31	32			63
Sheltered Housing	17	8			25
Social Housing Scheme	77	70			147
Tenant Purchase	4	5			9
With Family/Friends	88	70			158
With Parents	152	129			281
Total	5776	5457			11233

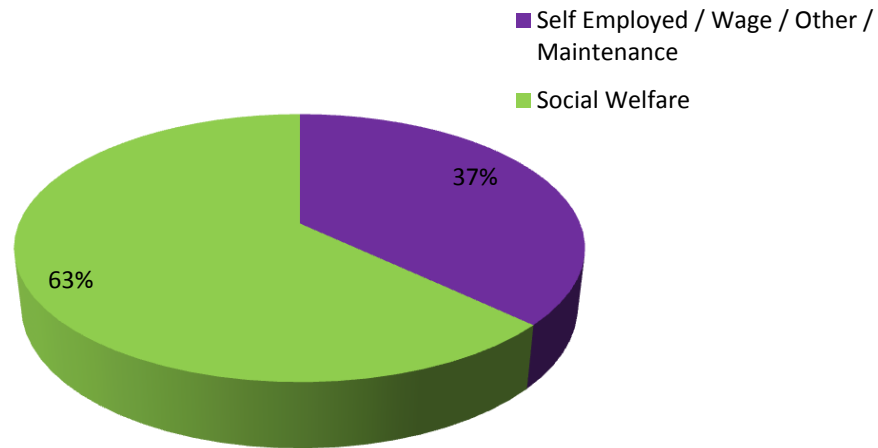


New Client Primary Income Analysis (Budget Negotiable & Special Account Clients Only)

New Client Primary Income	2013
Self Employed / Wage / Other / Maintena	4160

Social Welfare	7073
Total	11233

Primary Income Analysis 2013 Q2



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	2500		
Utilities	1686	1491		
Credit Card	1517	1315		
Mortgage	1122	1051		
Hire Purchase Loan	309	262		
Money Lender	389	250		
Overdraft	307	260		
Rent	174	132		
Catalogue	185	175		
Fine	70	26		
Sub Prime	51	51		
Waste Charges	40	38		