

2016 Q1

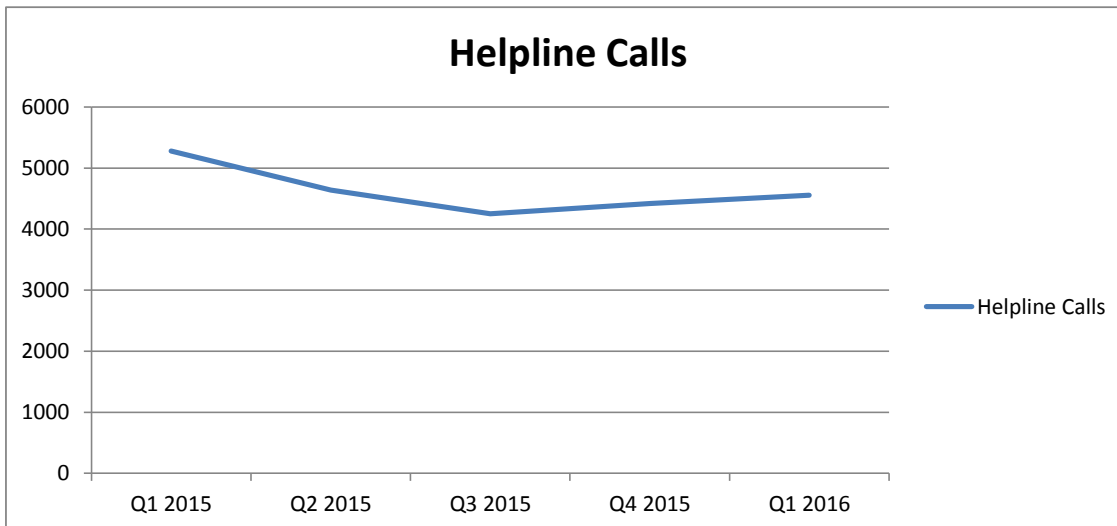
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account	4306				4306
Budget Negotiable	667				667
Information Only	114				114
Total	5087				5087

2015 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	135	179	162	94	570
Budget Negotiable	4753	4374	4026	3579	16732
Information Only	737	650	635	666	2688
Total	5625	5203	4823	4339	19990

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 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016
Helpline Calls	5279	4639	4252	4418	4556



¹ MABS Clients are divided into 3 Categories:

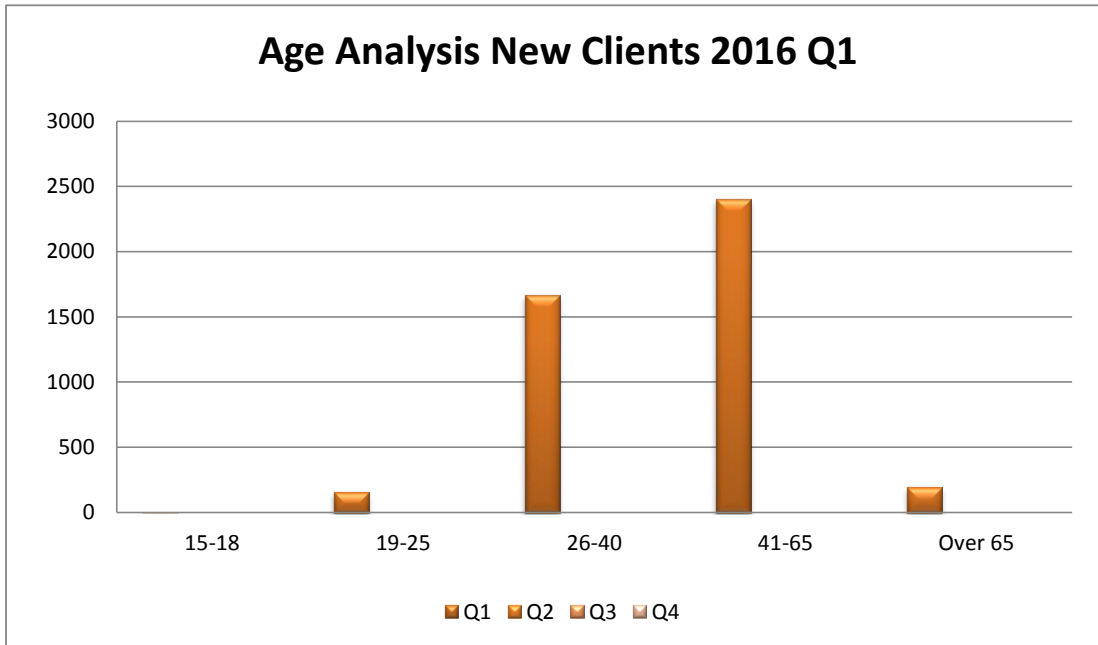
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

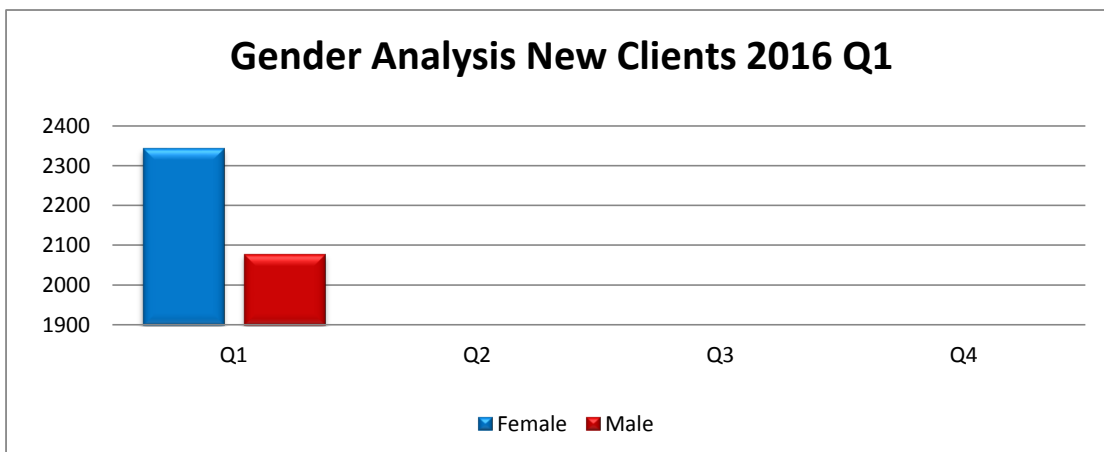
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		3			3
19-25		158			158
26-40		1663			1663
41-65		2403			2403
Over 65		193			193
Total	4420	0	0	0	4420



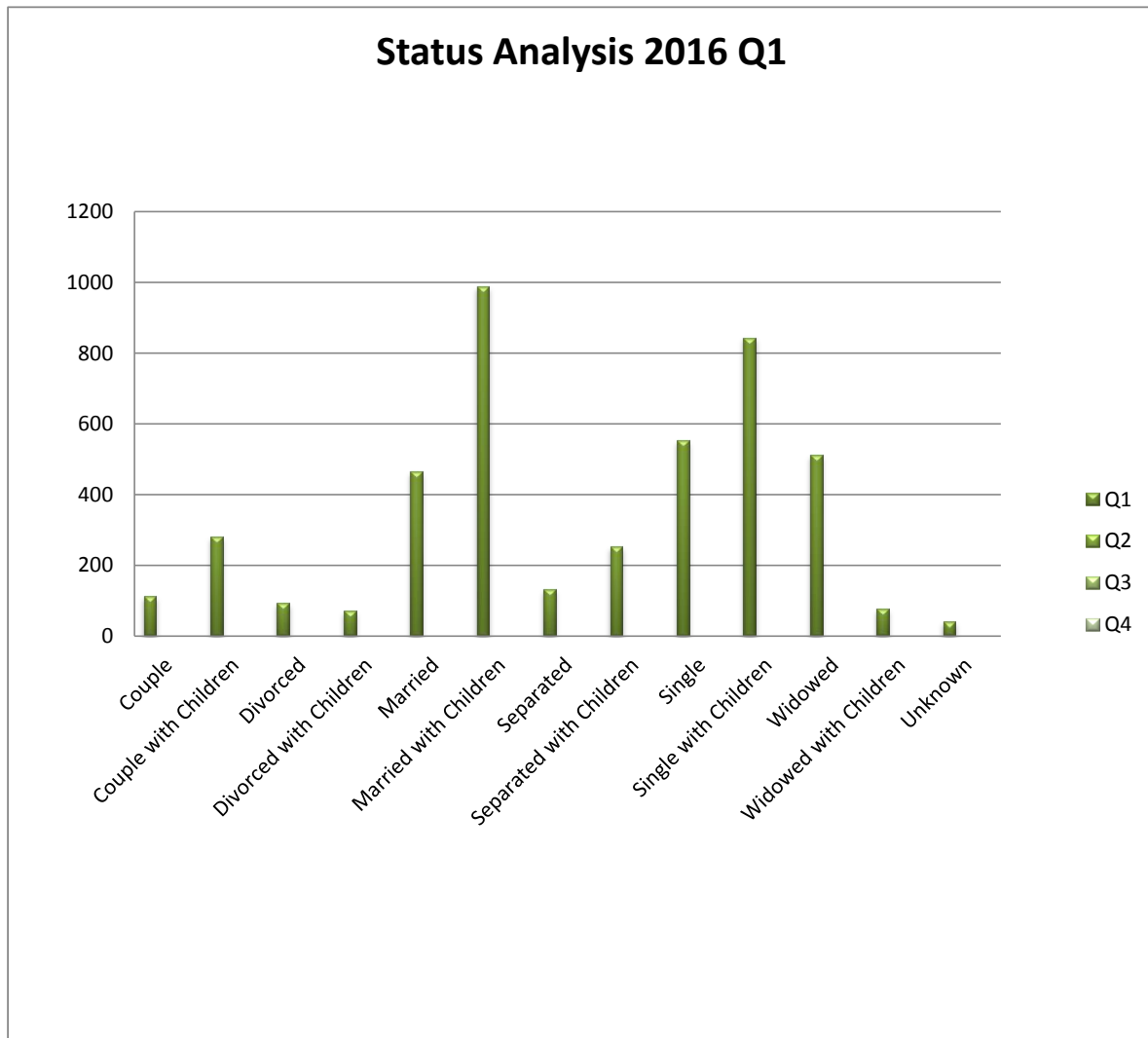
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	2343				2343
Male	2077				2077



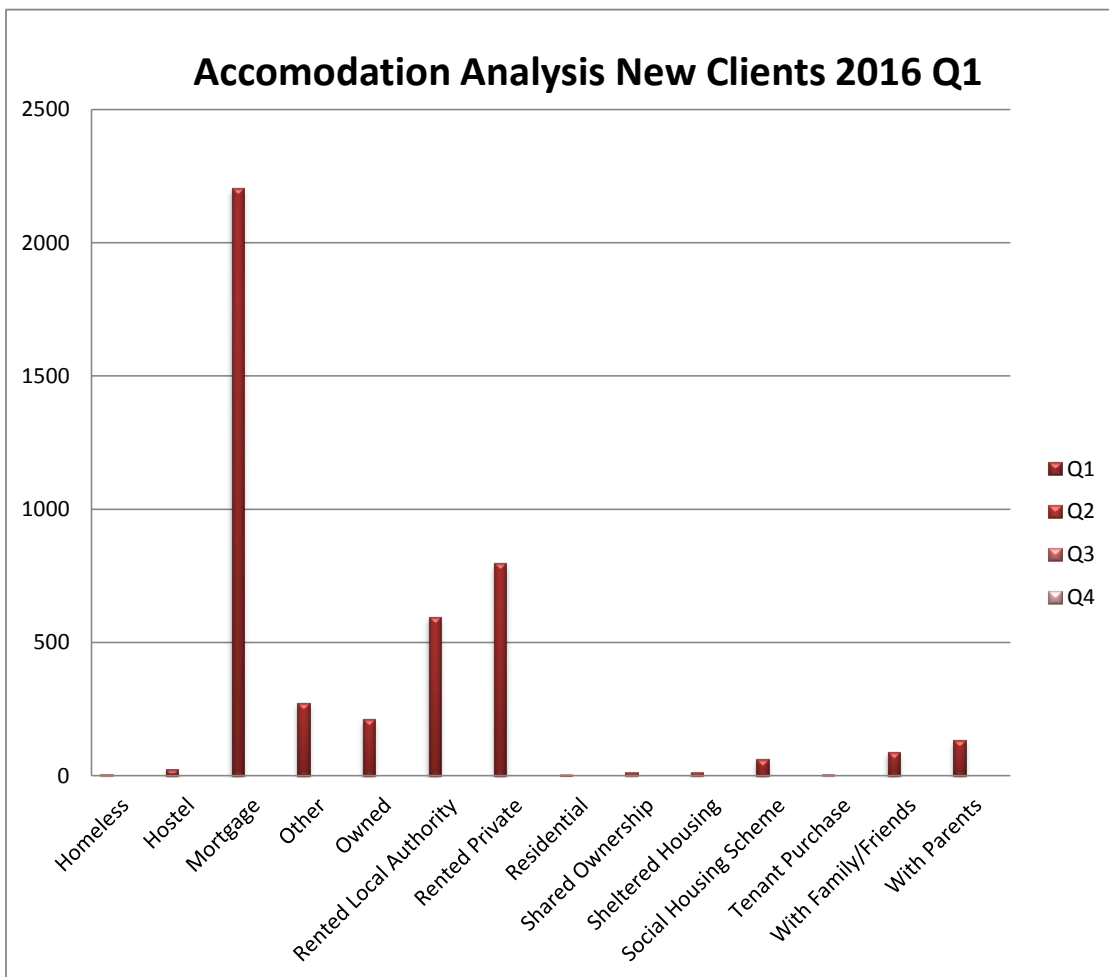
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	112				112
Couple with Children	280				280
Divorced	93				93
Divorced with Children	72				72
Married	465				465
Married with Children	988				988
Separated	131				131
Separated with Children	253				253
Single	553				553
Single with Children	844				844
Widowed	512				512
Widowed with Children	77				77
Unknown	40				40
Total	4420	0	0	0	4420



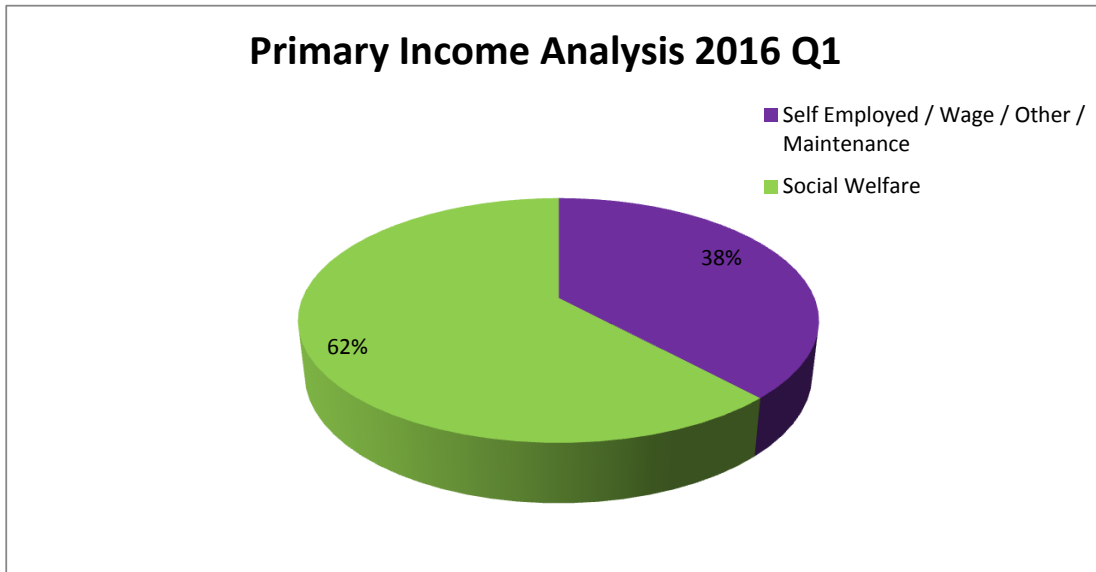
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	5				5
Hostel	24				24
Mortgage	2204				2204
Other	272				272
Owned	210				210
Rented Local Authority	595				595
Rented Private	796				796
Residential	4				4
Shared Ownership	12				12
Sheltered Housing	13				13
Social Housing Scheme	60				60
Tenant Purchase	5				5
With Family/Friends	88				88
With Parents	132				132
Total	4420	0	0	0	4420



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

New Client Primary Income	2016
Self Employed / Wage / Other / Maintenance	1684
Social Welfare	2736
Total	4420



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	1195			
Utilities	613			
Credit Card	676			
Mortgage	904			
Hire Purchase Loan	89			
Money Lender	185			
Overdraft	147			
Rent	102			
Catalogue	57			
Fine	56			
Sub Prime	14			
Waste Charges	7			