

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

## 2017 Q2

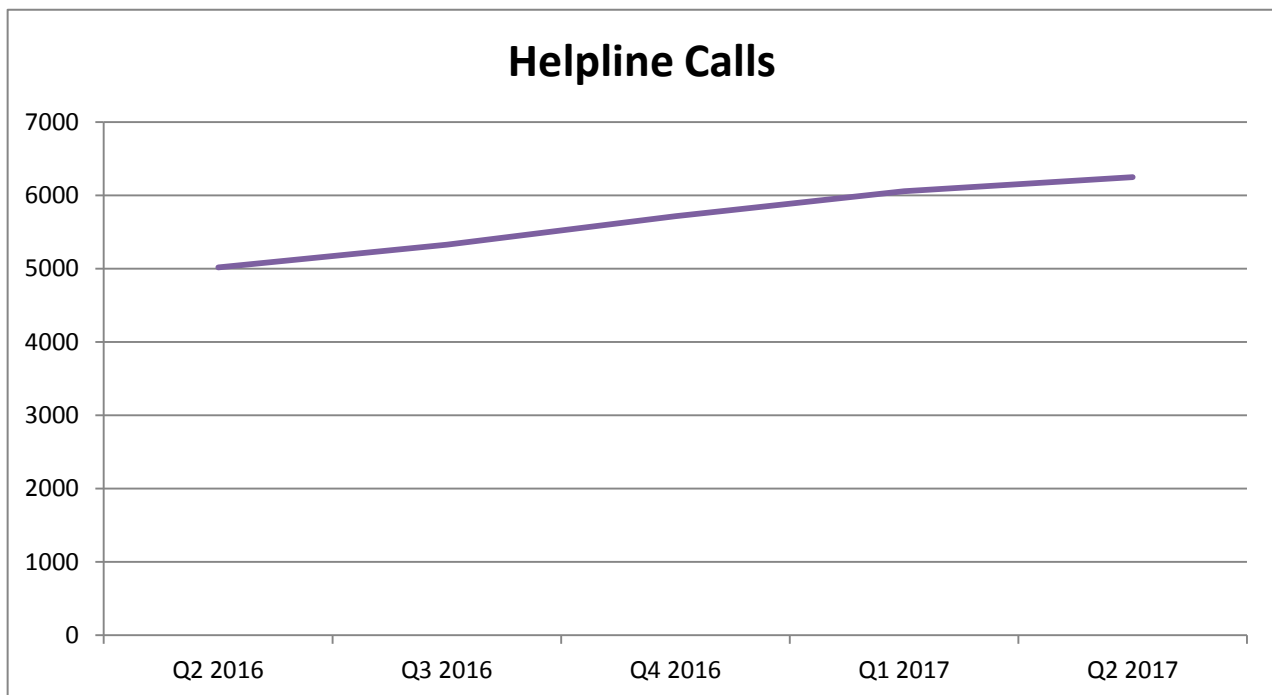
Scheme <sup>1</sup>	Q1	Q2	Q3	Q4	Total
Special Account		86	84		170
Budget Negotiable	4701	4164			8865
Information Only	726	687			1413
Total	5513	4935			10448

2016 Scheme Data	Q1	Q2	Q3	Q4	Total	
Special Account		116	142	114	78	450
Budget Negotiable	4312	4240	4386	3978	16916	
Information Only	650	598	609	643	2500	
Total	5078	4980	5109	4699	19866	

## 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](mailto:Helpline@mabs.ie)

Helpline	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017
Helpline Calls	5016	5326	5713	6054	6248



<sup>1</sup> MABS Clients are divided into 3 Categories:

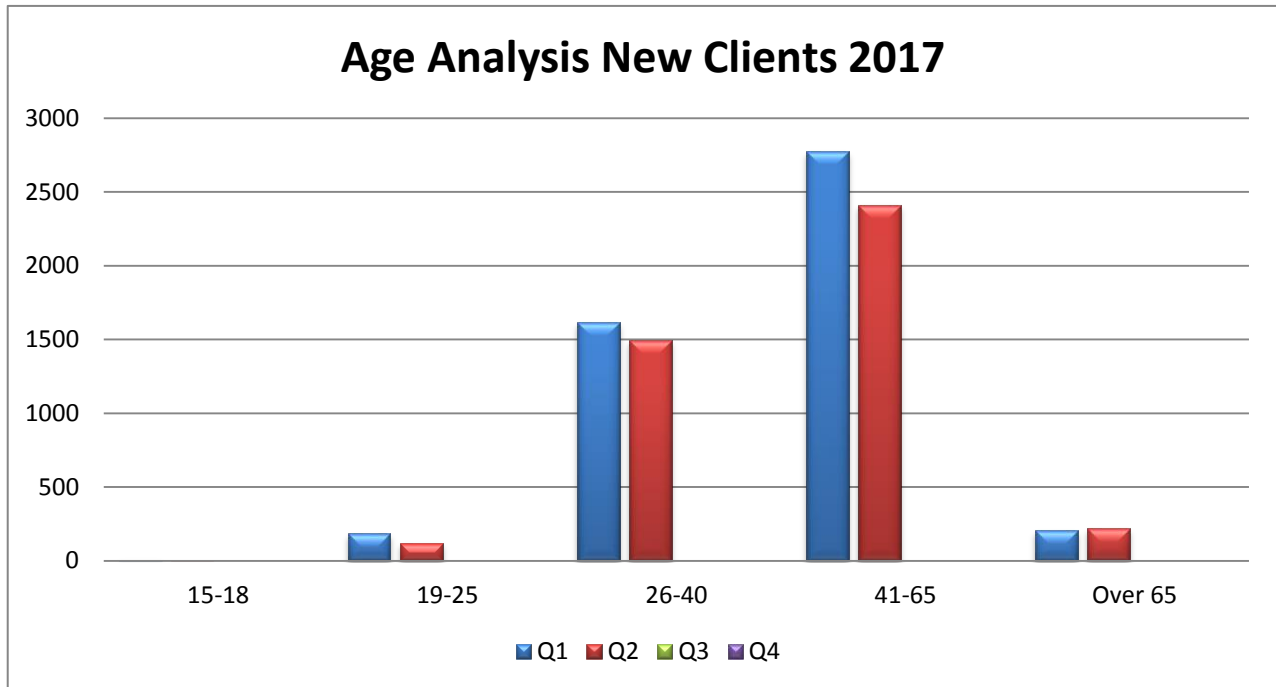
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

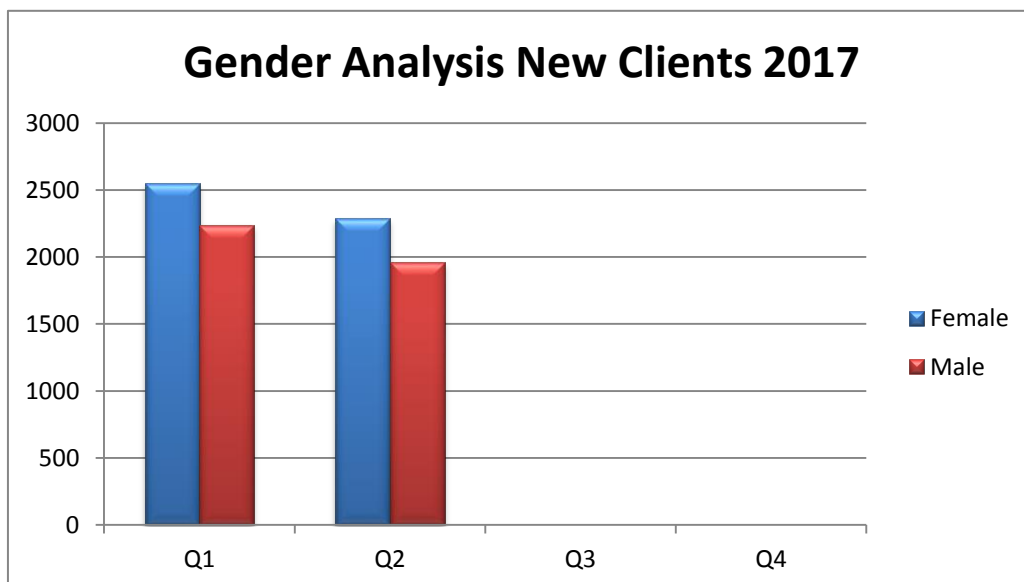
**New Client Age Analysis (Budget Negotiable & Special Account Clients Only)**

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		6	3		9
19-25		184	120		304
26-40		1616	1495		3111
41-65		2774	2411		5185
Over 65		207	219		426
Total		4787	4248		9035



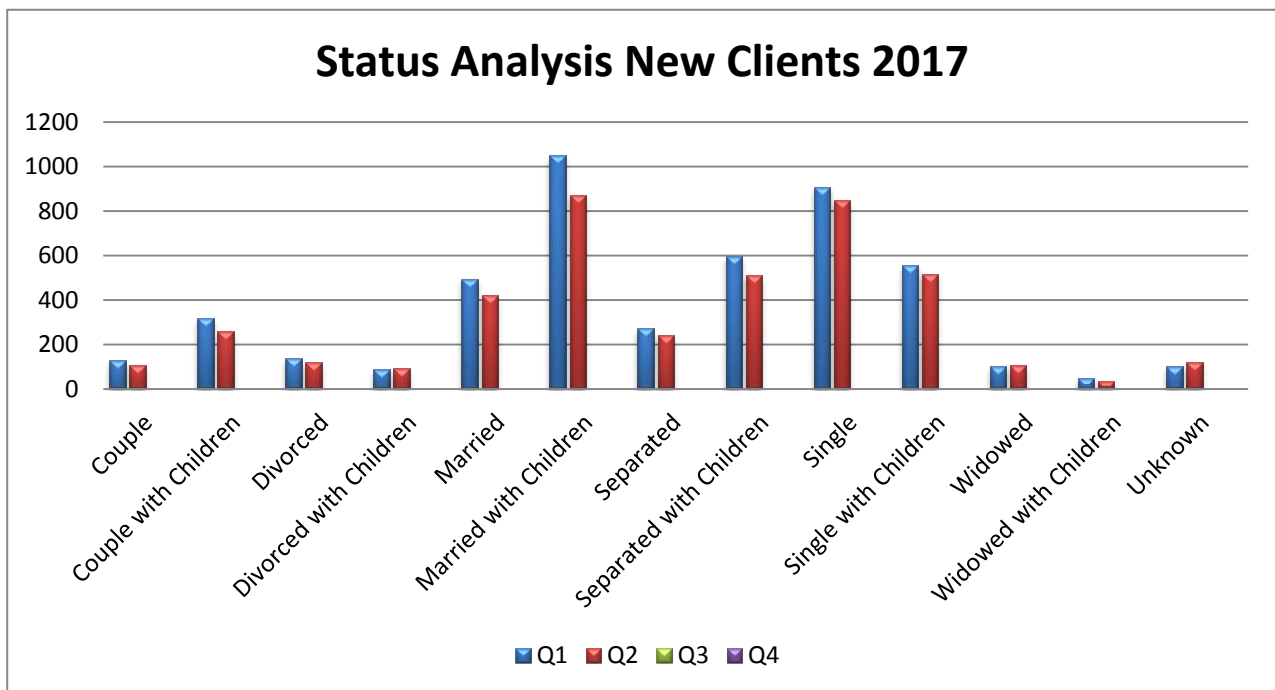
**New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)**

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female		2548	2290		4838
Male		2239	1958		4197



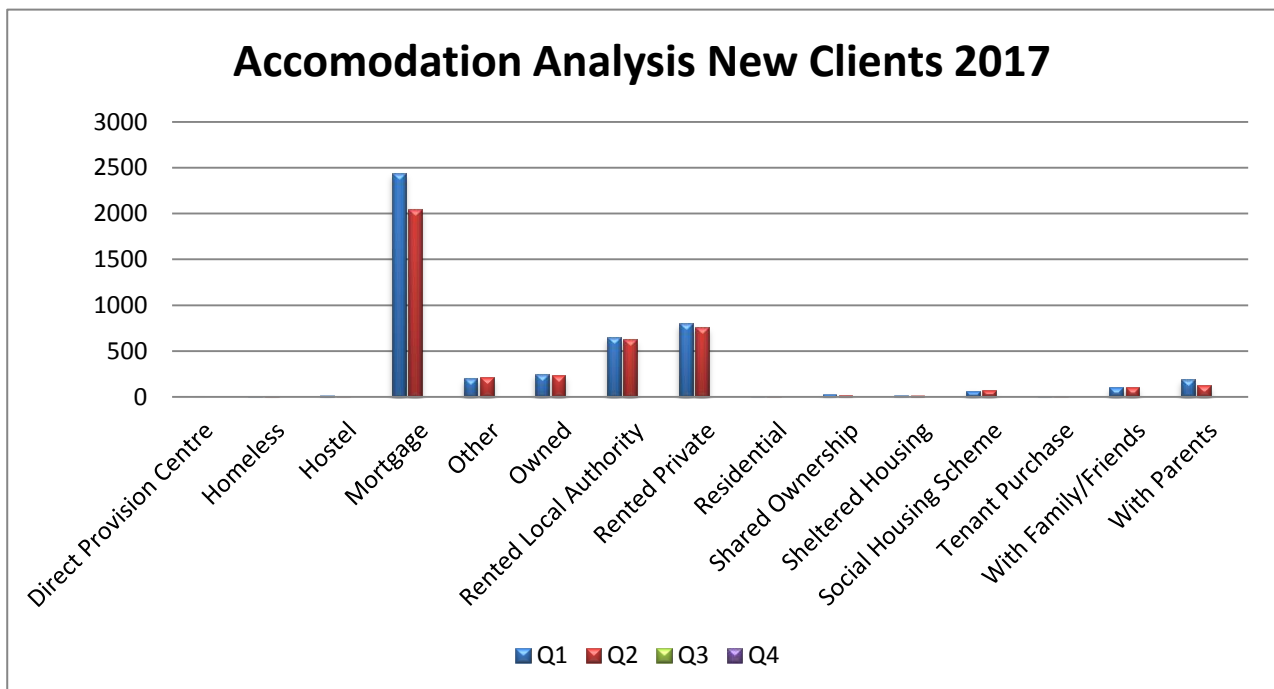
**New Client Status Analysis (Budget Negotiable & Special Account Clients Only)**

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	127	109			236
Couple with Children	317	258			575
Divorced	136	119			255
Divorced with Children	86	93			179
Married	494	420			914
Married with Children	1050	872			1922
Separated	271	240			511
Separated with Children	596	509			1105
Single	905	846			1751
Single with Children	554	517			1071
Widowed	102	108			210
Widowed with Children	50	36			86
Unknown	99	121			220
<b>Total</b>	<b>4787</b>	<b>4248</b>			<b>9035</b>



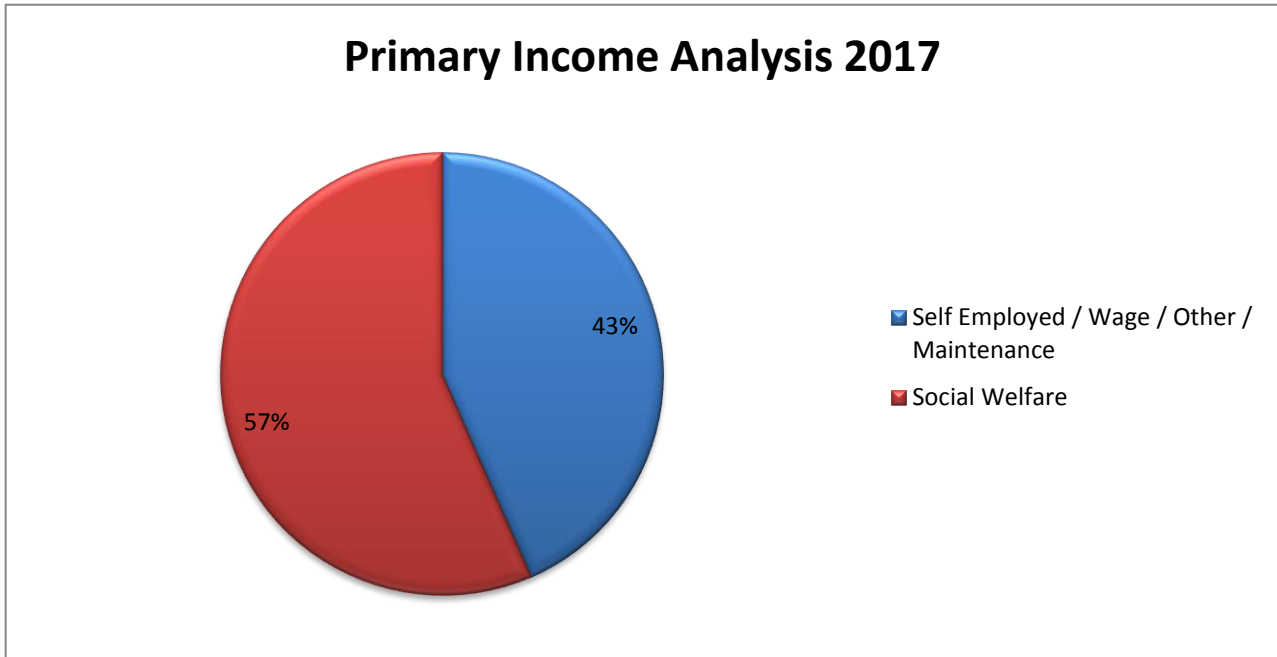
**New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)**

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	0	0			0
Homeless	7	11			18
Hostel	15	6			21
Mortgage	2439	2049			4488
Other	205	213			418
Owned	252	232			484
Rented Local Authority	648	631			1279
Rented Private	801	757			1558
Residential	3	7			10
Shared Ownership	30	23			53
Sheltered Housing	16	14			30
Social Housing Scheme	67	74			141
Tenant Purchase	8	2			10
With Family/Friends	103	103			206
With Parents	193	126			319
<b>Total</b>	<b>4787</b>	<b>4248</b>			<b>9035</b>



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

<b>New Client Primary Income</b>	<b>2017</b>
Self Employed / Wage / Other / Maintenance	3924
Social Welfare	5111
<b>Total</b>	<b>9035</b>



**New Client Debt Count (Budget Negotiable & Special Account Clients Only)**

\*Debts may not be recorded for all clients

<b>Active Debt Types</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Personal Loans with Financial Institutions	1154	1019		
Utilities	570	550		
Credit Card	580	431		
Mortgage	1482	1242		
Hire Purchase Loan	94	87		
Money Lender	200	191		
Overdraft	141	120		
Rent	108	121		
Catalogue	62	64		
Fine	48	33		
Sub Prime	19	11		
Waste Charges	7	7		

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**Trendline New Clients (Budget Negotiable & Special Account Clients Only) / Helpline Calls**

New Clients	New Clients	Helpline Calls
2013 Q1	6754	6371
2013 Q2	6483	5888
2013 Q3	6016	5872
2013 Q4	5124	4905
2014 Q1	5782	5582
2014 Q2	5281	5687
2014 Q3	5021	5524
2014 Q4	4328	4556
2015 Q1	5625	5279
2015 Q2	5203	4639
2015 Q3	4823	4252
2015 Q4	4339	4418
2016 Q1	5078	4556
2016 Q2	4980	5016
2016 Q3	5109	5326
2016 Q4	4699	5713
2017 Q1	5513	6054
2017 Q2	4935	6248

