

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

2018 Q1

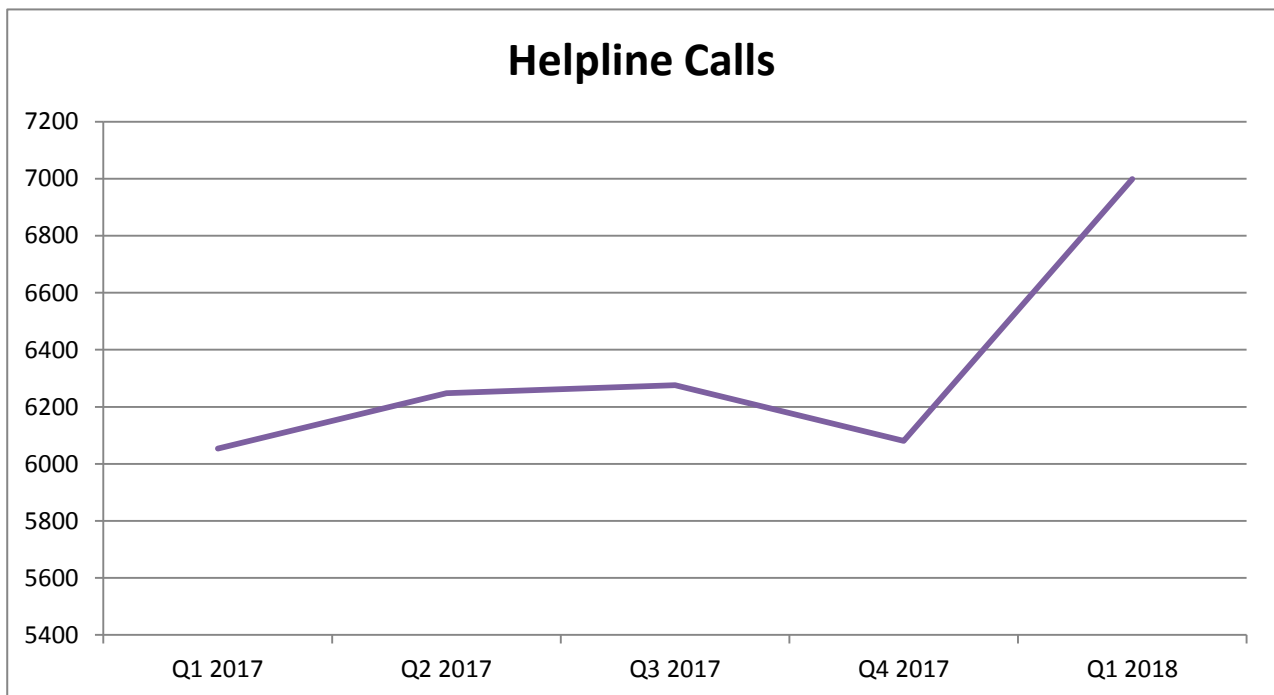
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account		118			118
Budget Negotiable		4153			4153
Information Only		651			651
Total		4922			4922

2017 Scheme Data	Q1	Q2	Q3	Q4	Total	
Special Account		87	87	64	44	282
Budget Negotiable		4692	4168	4084	3514	16458
Information Only		723	677	599	553	2552
Total		5502	4932	4747	4111	19292

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 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018
Helpline Calls	6054	6248	6276	6081	6999



¹ MABS Clients are divided into 3 Categories:

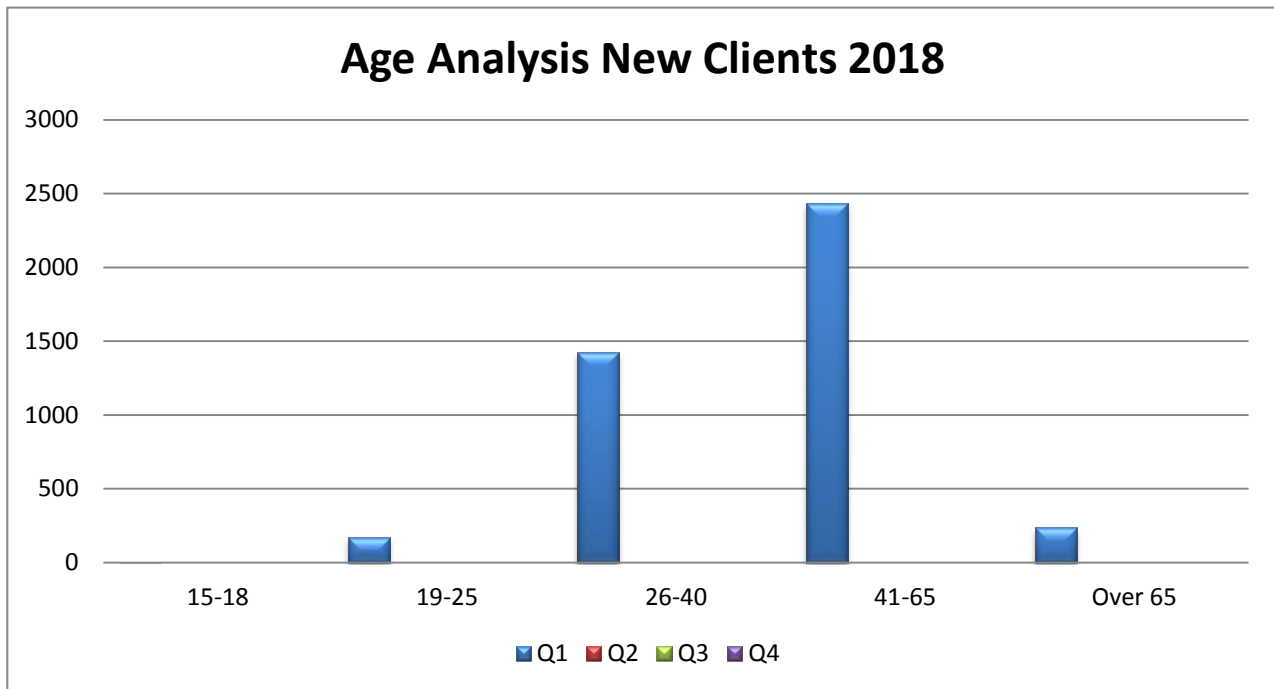
Special Account - a bill paying and debt repayment facility operated through MABS in partnership with Credit Unions.

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.

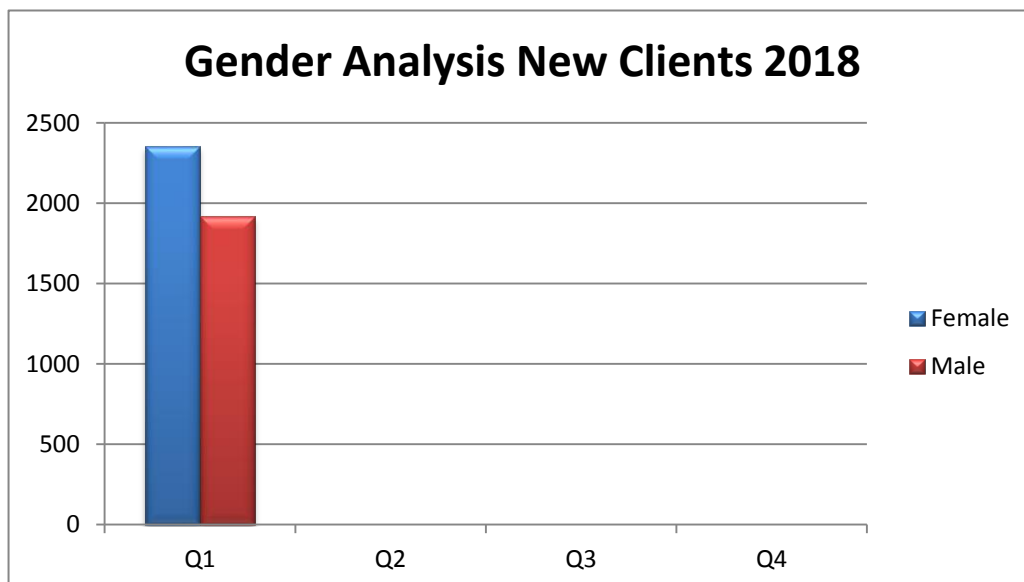
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total	
15-18		3			3	
19-25		169			169	
26-40		1424			1424	
41-65		2437			2437	
Over 65		238			238	
Total		4271	0	0	0	4271



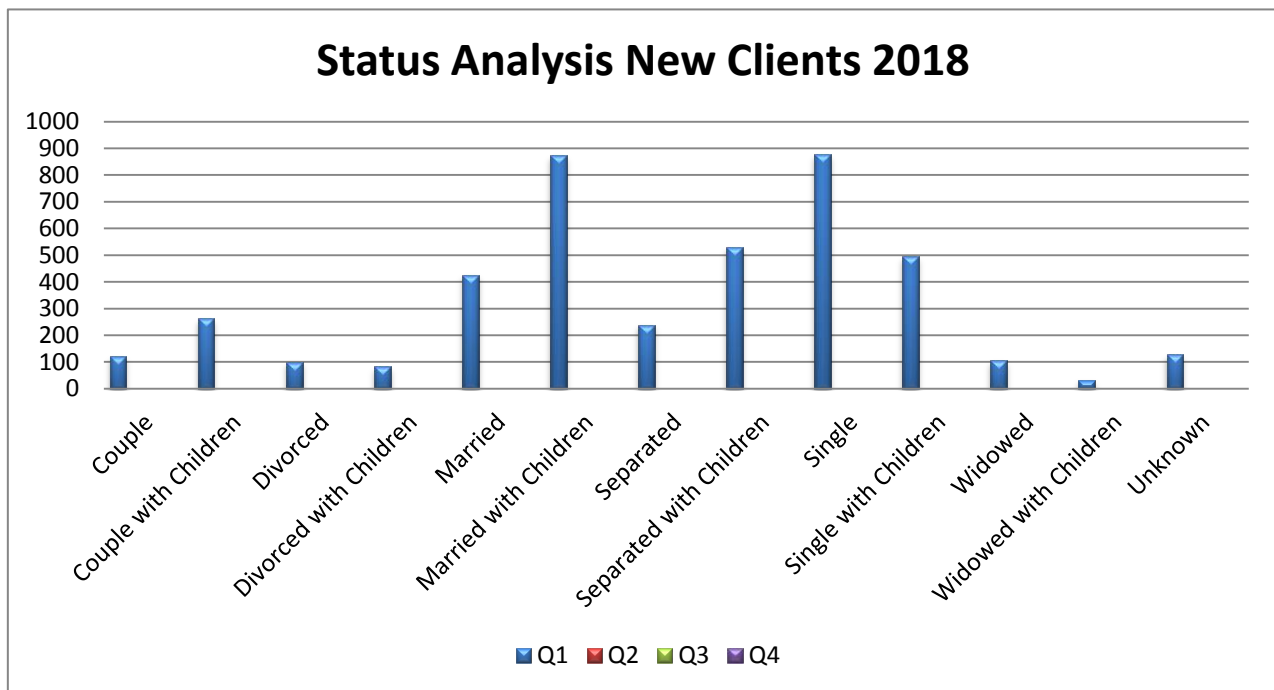
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female		2353			2353
Male		1918			1918



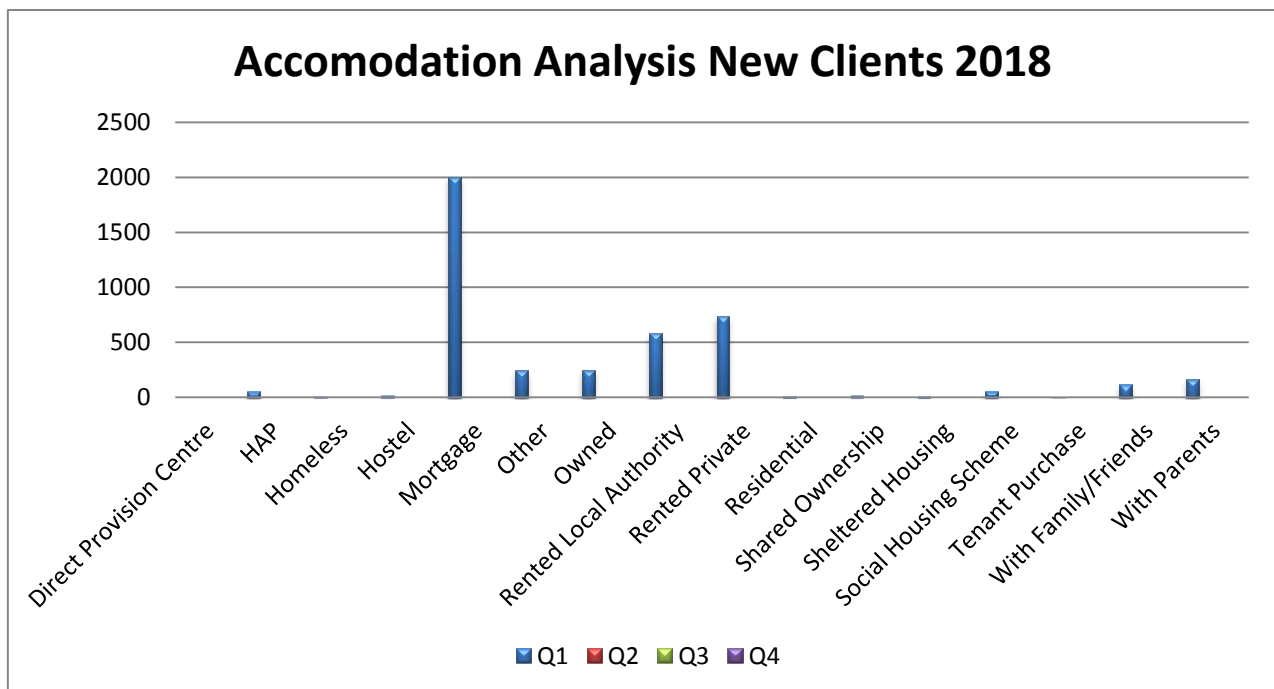
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	121				121
Couple with Children	262				262
Divorced	99				99
Divorced with Children	82				82
Married	425				425
Married with Children	874				874
Separated	239				239
Separated with Children	529				529
Single	878				878
Single with Children	496				496
Widowed	106				106
Widowed with Children	32				32
Unknown	128				128
Total	4271	0	0	0	4271



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

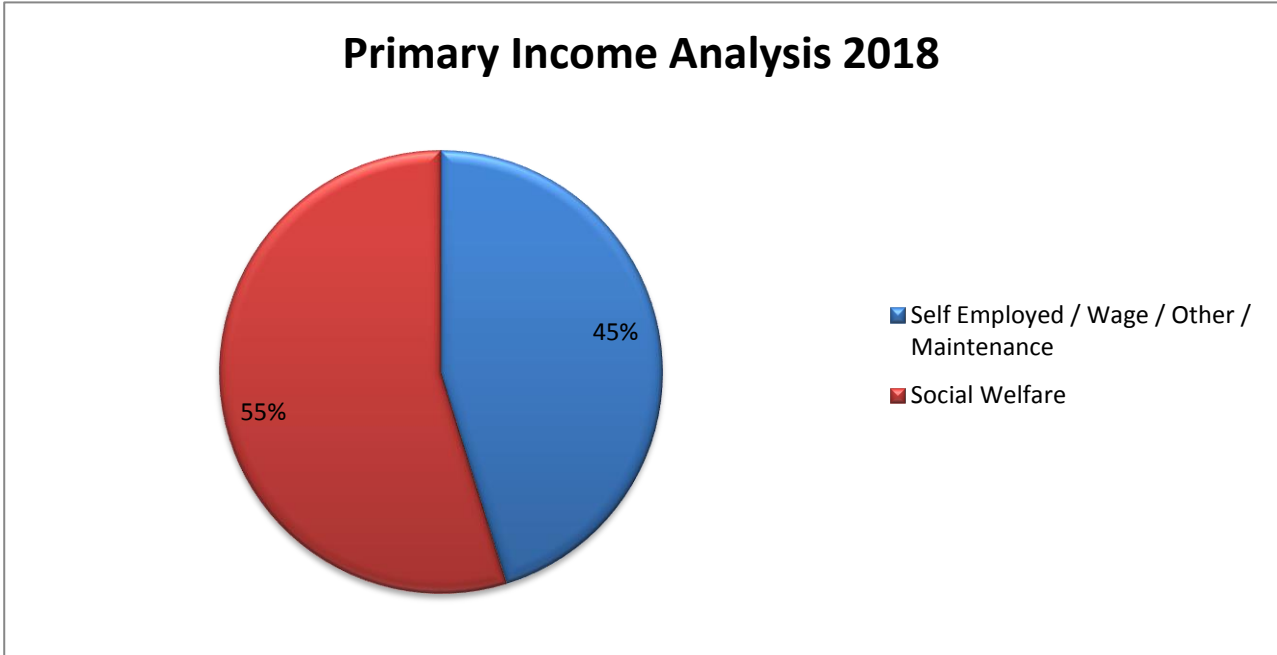
New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Direct Provision Centre	0				0
HAP	54				54
Homeless	8				8
Hostel	17				17
Mortgage	2004				2004
Other	244				244
Owned	249				249
Rented Local Authority	582				582
Rented Private	737				737
Residential	11				11
Shared Ownership	18				18
Sheltered Housing	12				12
Social Housing Scheme	57				57
Tenant Purchase	1				1
With Family/Friends	115				115
With Parents	162				162
Total	4271	0	0	0	4271



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

New Client Primary Income	2018
Self Employed / Wage / Other / Maintenance	1930
Social Welfare	2341
Total	4271



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		1477		
Utilities		595		
Credit Card		1004		
Mortgage		1174		
Hire Purchase Loan		107		
Money Lender		202		
Overdraft		194		
Rent		111		
Catalogue		74		
Fine		49		
Sub Prime		18		
Waste Charges		5		

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Trendline New Clients / Helpline Calls

New Clients	New Clients	Helpline Calls
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	5502	6054
2017 Q2	4932	6248
2017 Q3	4747	6276
2017 Q4	4111	6081
2018 Q1	4271	6999

