



Contacting MABS

The Money Advice and Budgeting Service (MABS) is the only free independent and confidential Service for people who are in debt or at risk of getting into debt.

The MABS Website, www.mabs.ie

Information and advice on all aspects of money management and dealing with debt is available on the MABS website www.mabs.ie. Specific information on all aspects of housing debt (rent and mortgage arrears) is available on www.keepingyourhome.ie

MABS Helpline to call 0761 07 2000

Information and immediate support on all aspects of money management and personal debt is available from the MABS Helpline. Callers can talk, in confidence, to a trained MABS Helpline Adviser on **to call 0761 07 2000** (Monday to Friday 9am to 8pm.) The MABS Helpline can also provide free self-help materials tailored to the caller's particular situation. With the caller's consent, MABS Helpline Advisers can also 'call-back' to provide callers with additional support with budgeting, preparing a financial statement, or making contact with their creditors. In many cases the MABS Helpline can provide the help and support people need to start to address their financial situation. However, if a caller needs to avail of the 'face-to-face' service provided by a MABS Money Adviser, they will be directed to a local MABS office.

'Face-to-face' support – 51 MABS Services Nationwide

There are 51 MABS Services operating from offices and outreach clinics nationwide (details of all offices below and also available on the MABS website www.mabs.ie). Where needed, MABS staff can work with clients to develop a budget and a standard financial statement that can be sent to creditors. MABS works with clients in a holistic way to develop realistic and sustainable debt repayment plans and, where necessary and with the client's consent, MABS can negotiate with creditors directly.

Urgent cases

Any client with an urgent financial problem (such as a threatened disconnection, legal proceedings for repossession, a threatened eviction, etc.) should contact the local MABS office directly and should explain their situation clearly. MABS will assess the situation and always endeavours to prioritise urgent cases.

Making an appointment with a local MABS

MABS operate an appointment scheduling system and this means that in some cases clients may have to wait a number of weeks for the next available appointment (see below). While waiting for an appointment clients can use MABS free self-help materials to take holding action and to begin the process of assessing their situation. The MABS Helpline can also support clients while they are awaiting their first appointment with a MABS Money Adviser.

¹ For the cost of a local call, call costs from mobiles may vary, however the MABS Helpline will call mobile callers back, if callers are concerned about the cost of the call.

Table 1. Service contact details and average waiting time for first appointment by Service

(Information correct at 31st December 2011)

Client Waiting Times & Numbers at 31st December 2011

Company	Contact Phone	Waiting time Average Weeks	Number awaiting first appointment
Arklow & District	0402 91200	6.5	27
Athlone	090 6476616	2.7	0
Ballymun	01 8620059	7	44
Blanchardstown	01 8206324	10.5	122
Bray	01 2760411	1	23
Carlow	059 9140977	2.5	18
Cavan	049 4362900	3.4	24
Charleville	063 81603	2.2	7
Clare/Shannon office	065 6841991 /061 360422	4.4	38
Clondalkin	01 4575782	5	54
Cork	021 4552080	5.4	96
Cork North	022 43879	2	11
Cork West	023 8855155	2.5	15
Donegal North/Inishowen	074 9129909 / 074 9321856	13	79
Donegal South	074 9724462	3	8
Drogheda	041 9842810	6.5	82
Dublin 10 + 20 (Comac) Ballyfermot/Cherry Orchard	01 6235443/01 6233900	3.1	33
Dublin 12 Area	01 4560731	5	26
Dublin North City	01 8794006	8	59
Dublin North East	01 8674892	6	25
Dublin South East	01 6706555	2	11
Dun Laoghaire	01 2302002	3.5	20
Dun na nGall Iarthar	074 9560747	1.1	0
Dundalk/Oriel	042 9327823	2.2	19
Dundrum/Rathfarnham	01 2990360	7	47
Fingal	01 8901102	4	35
Finglas	01 8642148	3.8	34
Galway North	093 24421	1.4	11
Galway South (Galway city/Loughrea)	091 569349/ 091 841869	9	72
Kerry	066 7129750	3	24
Kildare (Kildare/Kilcock)	01 628 4466 / 045 435558	18	120

Company	Contact Phone	Waiting time Average Weeks	Number awaiting first appointment
Kilkenny	056 7761777	1.6	4
Laois	057 8661727	3	75
Leitrim	071 9644994	3.8	17
Liffey South West	01 4731878	4.5	38
Limerick	061 310620	3	24
Longford	043 3347705	1	7
Mayo North	096 72902	3.8	17
Mayo South	094 9028888	10	50
Meath	046 9072836	1	0
Monaghan	042 9749189	6	43
Mullingar	044 9340871	0.5	5
Offaly	057 9323211	1	7
Roscommon	0906 627811	6.5	36
Sligo	071 91 41022	6.8	26
Tallaght	01-4203274	2.2	73
Tipperary North (Nenagh/Thurles)	067 41033/0504 23510	4.5	26
Tipperary South (Clonmel/Tipperary Town)	052 6129313/062 33410	1.6	20
Waterford	051 857929	1	2
Waterford West	058 44922	1	10
Wexford	053 9121504	1	12