

2011

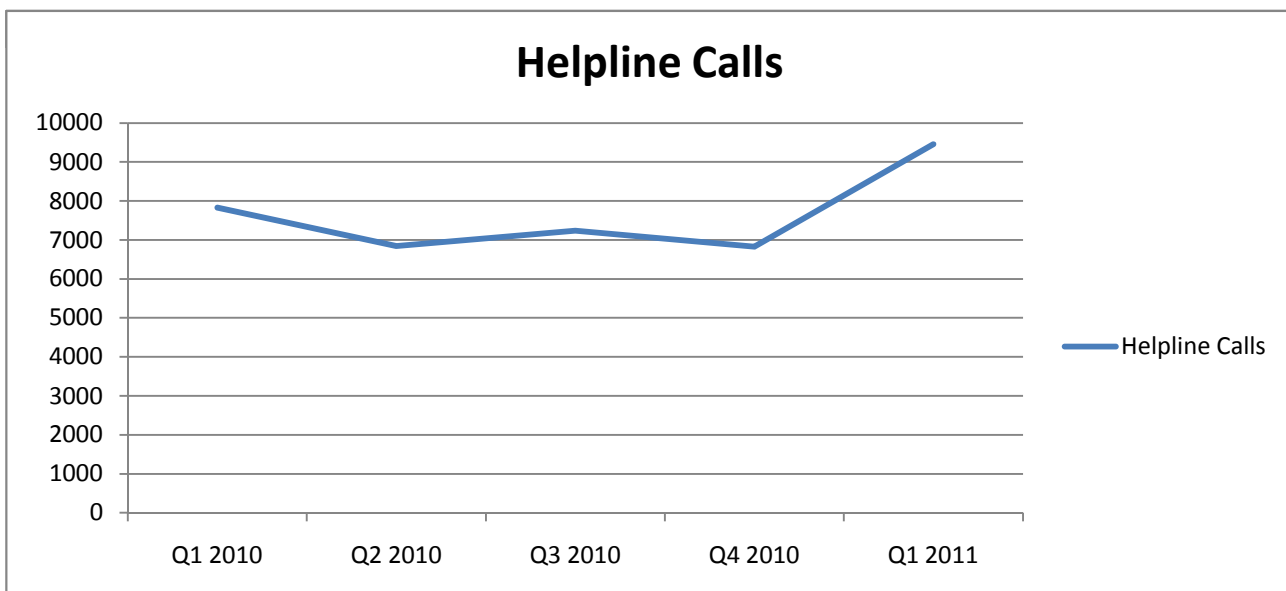
Scheme ¹	Q1	Q2	Q3	Q4	Total
Special Account		476			476
Budget Negotiable		5513			5513
Information Only		1088			1088
Total		7077			7077

2010 Scheme Data	Q1	Q2	Q3	Q4	Total
Special Account	830	714	677	375	2596
Budget Negotiable	4865	4839	5151	4202	19057
Information Only	919	915	1010	777	3621
Total	6614	6468	6838	5354	25274

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 1890 283 438. 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 2010	Q2 2010	Q3 2010	Q4 2010	Q1 2011
Helpline Calls	7828	6843	7234	6824	9457



¹ MABS Clients are divided into 3 Categories:

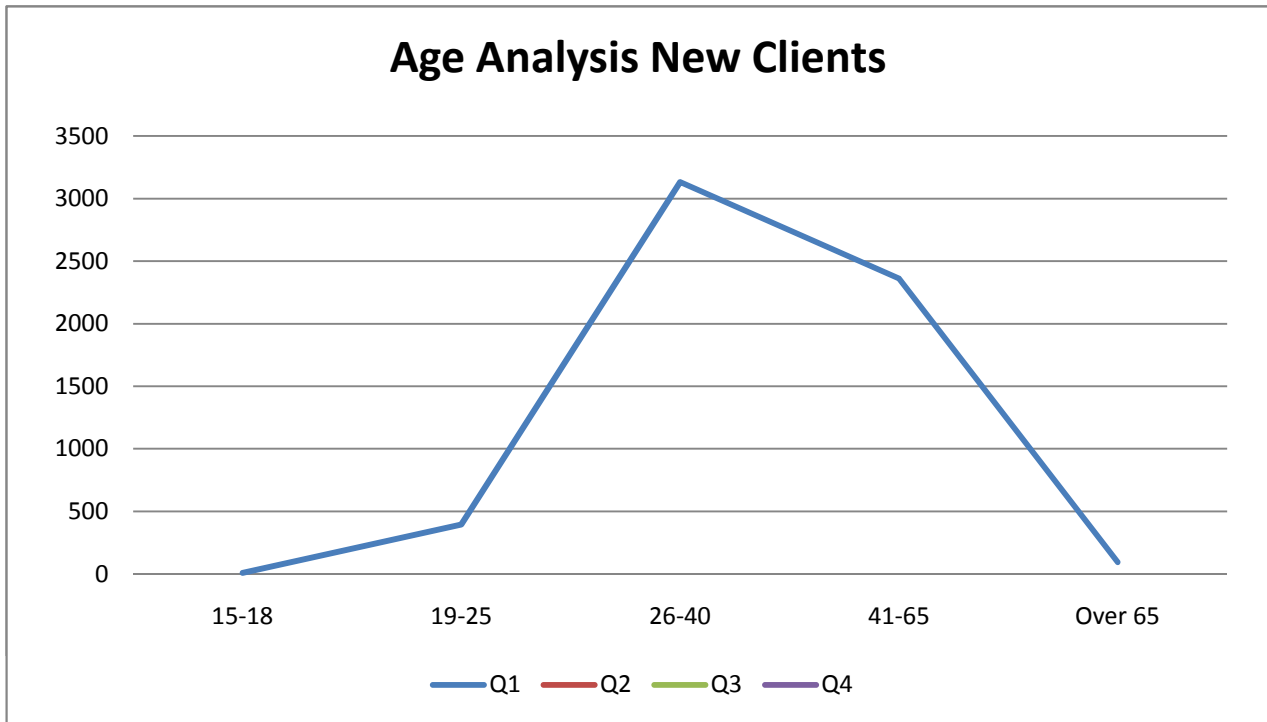
Special Account - a bill paying/saving facility operated through MABS in partnership with Credit Unions.

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.

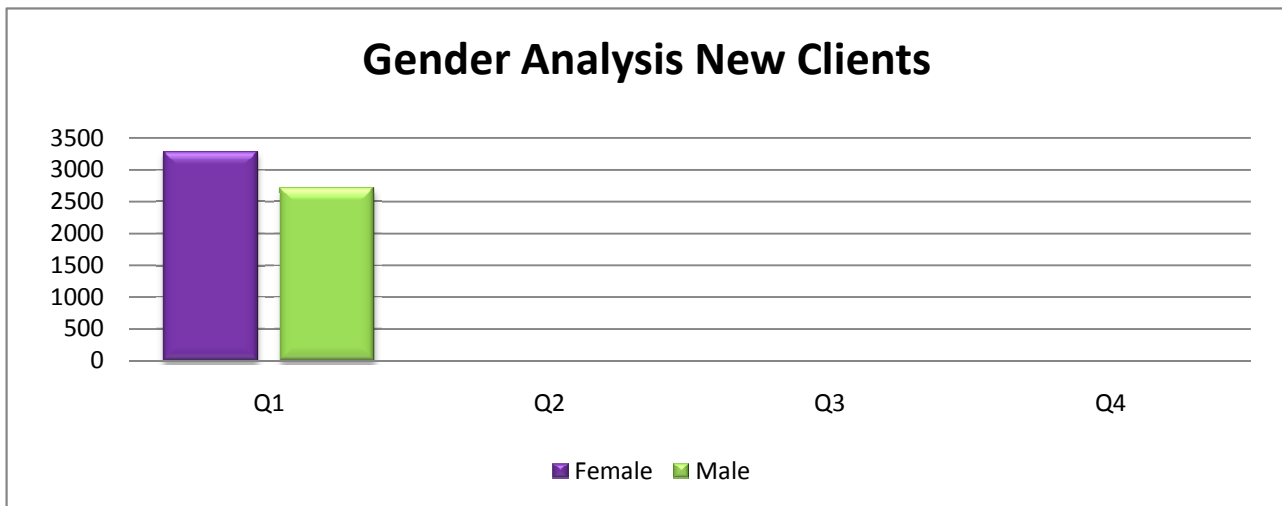
New Client Age Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Age Analysis	Q1	Q2	Q3	Q4	Total
15-18		8			8
19-25		393			393
26-40		3132			3132
41-65		2363			2363
Over 65		93			93
Total	5989	0	0	0	5989



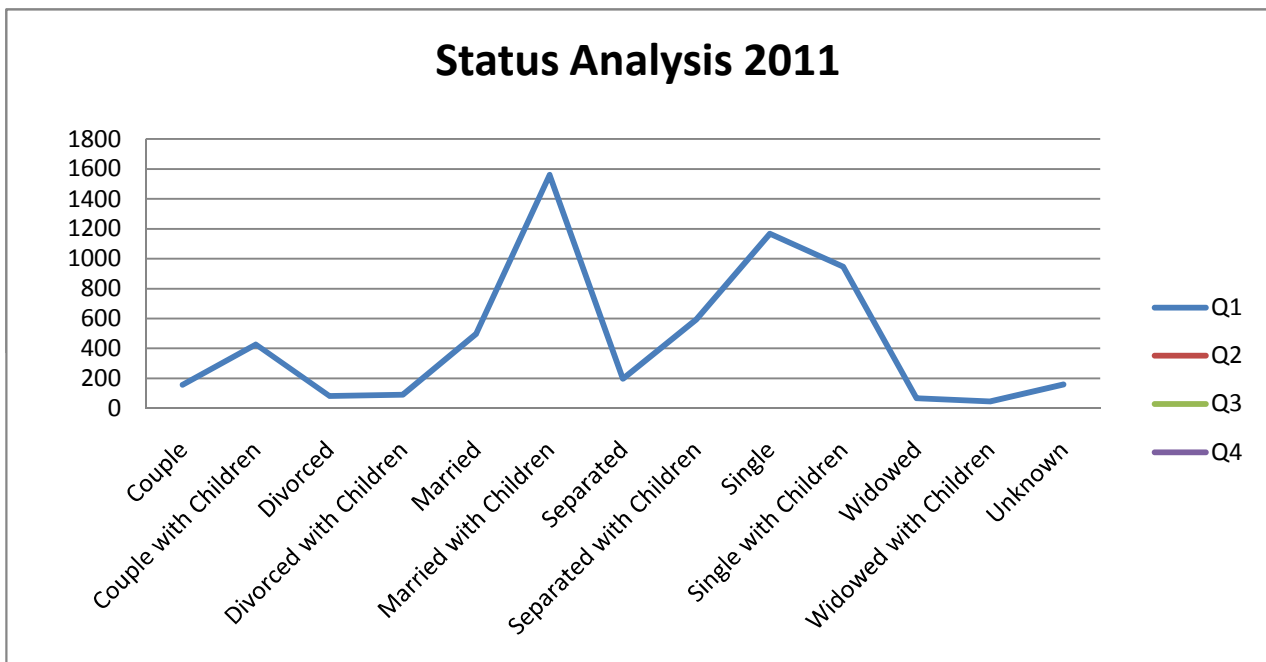
New Client Gender Analysis (Budget Negotiable & Special Account Clients Only)

New Clients Gender Analysis	Q1	Q2	Q3	Q4	Total
Female	3273	0	0	0	3273
Male	2716	0	0	0	2716



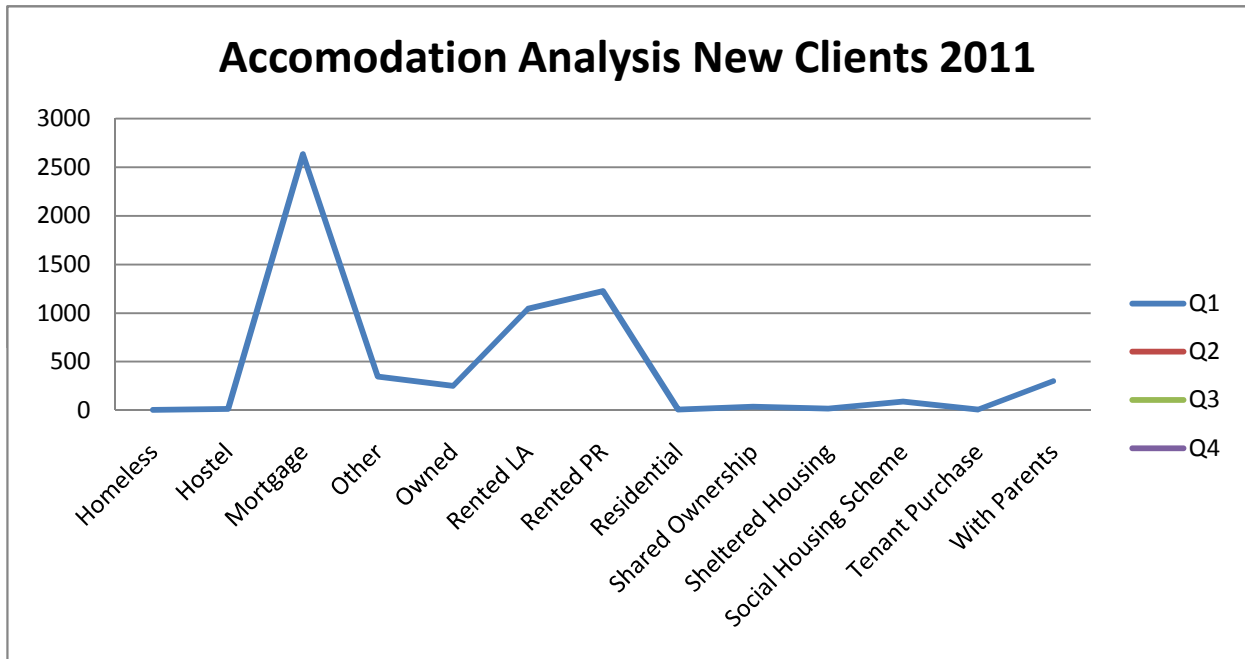
New Client Status Analysis (Budget Negotiable & Special Account Clients Only)

New Client Status Analysis	Q1	Q2	Q3	Q4	Total
Couple	156				156
Couple with Children	426				426
Divorced	82				82
Divorced with Children	90				90
Married	497				497
Married with Children	1562				1562
Separated	198				198
Separated with Children	593				593
Single	1168				1168
Single with Children	946				946
Widowed	67				67
Widowed with Children	46				46
Unknown	158				158
Total	5989	0	0	0	5989



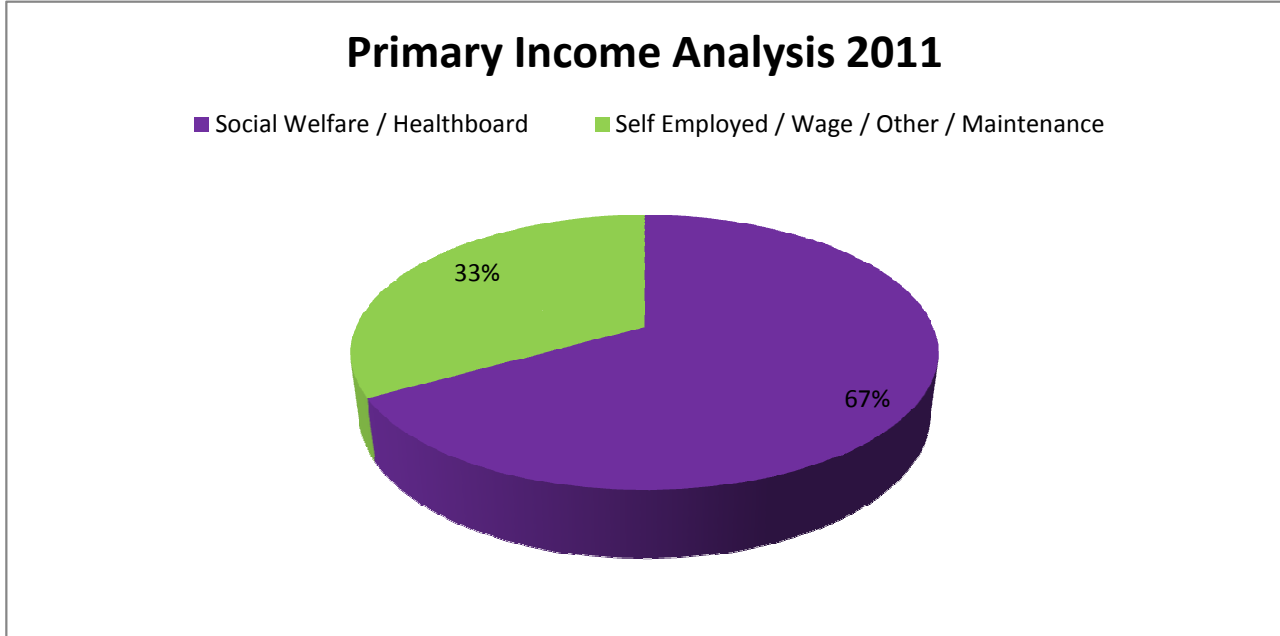
New Client Accomodation Analysis (Budget Negotiable & Special Account Clients Only)

New Client Accomodation Type	Q1	Q2	Q3	Q4	Total
Homeless	6				6
Hostel	15				15
Mortgage	2633				2633
Other	347				347
Owned	253				253
Rented LA	1044				1044
Rented PR	1226				1226
Residential	8				8
Shared Ownership	39				39
Sheltered Housing	19				19
Social Housing Scheme	91				91
Tenant Purchase	8				8
With Parents	300				300
Total	5989	0	0	0	5989



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

New Client Primary Income	2011
Social Welfare / Healthboard	4005
Self Employed / Wage / Other / Maintenance	1984
Total	5989



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	2696			
Utilities	1547			
Credit Card	1478			
Mortgage	726			
Hire Purchase Loan	311			
Money Lender	219			
Overdraft	247			
Rent	152			
Catalogue	206			
Fine	30			
Sub Prime	45			
Waste Charges	42			