CLIENT DEMOGRAPHICS

The total number of clients in 2020 was 422.

- **New Client:** 364
- **Repeat Client:** 58

MEN VS. WOMEN CLIENT

- **Men:** 373 (88%)
- **Women:** 31 (7%)
- **Unidentified:** 18 (5%)

METHOD OF COMMUNICATION

- **Telephone/Whatsapp:** 83%
- **Email:** 13%
- **Facebook:** 3%
- **Face-to-face:** 1%

CLIENT LOCATION

- **FROM MALAYSIA:** 418
- **FROM OVERSEAS:** 4

SECTOR OF EMPLOYMENT & OCCUPATIONS

- **Private:** 41%
- **Undisclosed:** 32%
- **Government:** 20%
- **Others:** 7%

- **Student:** 3%
- **Self-employed:** 9%
- **Unemployed:** 11%
- **Professionals:** 14%
- **Others:** 14%
- **Undisclosed:** 14%
- **Homemaker:** 17%
- **Support Staff:** 18%

LENGTH OF MARRIAGE

- **2019:**
  - >1 year: 6%
  - 1-3 years: 16%
  - 4-7 years: 16%
  - 8-10 years: 20%
  - >10 years: 14%
  - Unknown: 0%

- **2020:**
  - >1 year: 7%
  - 1-3 years: 16%
  - 4-7 years: 16%
  - 8-10 years: 14%
  - >10 years: 14%
  - Unknown: 25%

MARITAL STATUS

- **Married:** 57%
- **In Divorce Process:** 14%
- **Divorce:** 0%
- **Separated:** 12%
- **Single:** 1%
- **Unknown:** 1%
- **Others:** 14%

A short summary based on the Telenisa Statistic and Findings 2020
TOP 4 REASONS FOR MARRIAGE BREAKDOWN (2018-2020)

- **TOP 1**: Communication Breakdown (2018: 18%, 2019: 15%, 2020: 23%)
  - Domestic Violence: 2020: 23%
- **TOP 2**: Domestic Violence (2018: 17%, 2019: 15%, 2020: 18%)
- **TOP 3**: Husband Not Providing Maintenance (2018: 11%, 2019: 15%, 2020: 14%)
- **TOP 4**: Infidelity (2018: 10%, 2019: 14%, 2020: 10%)

**FASAKH PERCENTAGE (%)**
- 2016: 47%
- 2017: 46%
- 2018: 35%
- 2019: 35%
- 2020: 68%

**MATRIMONIAL PROPERTY (2018-2020)**

Telenisa has observed that claims for matrimonial properties have dropped over the years. Many of our clients, especially homemakers or housewives, are not aware of their rights in matrimonial property.

**ISSUES IN CHILD CUSTODY (2019-2020)**

- Dispute: 2018: 2%, 2019: 2%, 2020: 2%
- Child Abduction: 2018: 10%, 2019: 9%