



Customers self-serving in real time



5,239,646 Logins to MyAccount **6,304,509** Logins to ROS



14.7M Customs Declarations Processed **14,052,140** Imports **615,370** Exports



72,586 Credits/Reliefs claimed online.

36,505 Business Taxes registrations (includes CT, IT, PREM, RCT and VAT)



184,770 PAYE taxpayer units (i.e. individuals and jointly assessed couples) filed PAYE Income Tax returns via MyAccount **116,179** Tax returns via ROS

194,690 LPT transactions processed **1,720,713** Payroll submissions made



401,047 Repayments issued **€3.2B** Value of repayments issued

by **184,621** employers

Customers accessing information on a 24/7 basis



9.6 million Website visits

115,591 Tax and Duty Manuals (TDMs) downloaded Top 3 downloaded TDMs:



- 1. Part 15-01-11A Rent Tax Credit
- 2. Part 05-01-06 Reimbursement of expenses to office holders
- 3. Part 38-03-13 Third Party Returns

Top 3 web pages visited on Revenue.ie



- 1. Online Services
- 2. Contact Us
- 3. Local Property Tax

Top 3 most played videos:



- 1. How to get a Statement of Liability
- 2. Calculating pension reliefs for Form 11
- 3. Filing a pre-populated Form 11

Customers making direct contact

Online enquiries (MyEnquiries)



498,180 MyEnquiries received in Q3 **607,785** MyEnquiries responded to in Q3



387,819 Phone calls with taxpayers **380,543** calls had the 'hold my place in queue' service available with **14.75%** of those callers availing of the service



Estimated Response Time applied in **102,643** cases. It was met or exceeded in **41%** of the responses

20,228 In-person visits to public offices4,646 Appointment line calls answered889 In-person and virtual appointments arranged



12,538 Sessions started with ROS Chatbot **602** Requests received by Disability Access Officers

Did you know?

There are important due dates coming up in Q4.

- Local Property Tax 07 Nov
- Pay&file 2024 Income Tax Form 11, 2024 CAT Returns 31 Oct or 19 Nov if filing & paying on ROS
- <u>Capital Gains Tax</u> return for assets disposed between 1 Jan and 30 Nov 15 Dec
- Last date for 2021 Form 12 PAYE Income Tax return 31 Dec.