



Service Delivery Report

Q2 2025

Customers self-serving in real time



4,957,732 Logins to MyAccount

5,489,210 Logins to ROS



13.8M Customs Declarations Processed

13,356,152 Imports

476,671 Exports

70,811 Credits/Reliefs claimed online.



23,794 Business Taxes registrations (includes CT, IT, PREM, RCT and VAT) applied for online



198,530 PAYE taxpayer units (i.e. individuals and jointly assessed couples) filed PAYE Income Tax returns via MyAccount.

89,044 Tax returns via ROS

311,534 LPT transactions processed



381,082 Repayments issued

€3.2B Value of repayments issued



1,700,375 Payroll submissions made by

182,739 employers

Customers accessing information on a 24/7 basis



8.86 million website visits

98,752¹ Tax and Duty Manuals (TDMs) downloaded
Top 3 downloaded TDMs:



1. Part 05-01-06 T&S Reimbursements
2. Part 15-01-11A Rent Tax Credit
3. Part 15-01-12 Health Expenses



Top 3 web pages visited on Revenue.ie

1. Contact Us
2. Local Property Tax
3. Customs RO-RO Service

Top 3 most played videos:



1. Statement of Liability
2. PAYE End of year review
3. Manage your receipts with the receipts tracker in MyAccount

Customers making direct contact

Online enquiries (MyEnquiries)



471,881 MyEnquiries received in Q2

642,726 MyEnquiries completed in Q2



Estimated Response Time applied in **57,335** cases. It was met or exceeded in **68%** of the responses.



417,498 Phone calls with taxpayers
205,182 calls had the 'hold my place in queue' service available with 19% of those callers availing of the service

16,845 In-person visits to public offices
3,470 Appointment line calls answered
588 In-person and virtual appointments arranged



9,888 Sessions started with ROS Chatbot
623 Requests received by Disability Access Officers

Did you know?

You can claim additional credits, reliefs or declare additional income by filing your PAYE Income Tax return via myAccount within the 4-year deadline. In May of this year, Revenue issued reminders to approximately 160,000 customers who did not submit a return for 2021 following which more than 33,000 customers filed over 55,000 returns.

¹ There was an error in the original published version of the SDR Q2 and this has now been amended to reflect the correct position